

# Novell GroupWise® 6

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GROUPWISE WEBACCESS  
USER'S GUIDE



Novell®

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# Welcome to GroupWise WebAccess

GroupWise® WebAccess is the World Wide Web version of GroupWise, the easy-to-use messaging system that offers a wide range of powerful communication and collaboration capabilities. Tapping the unique and powerful functionality of GroupWise messaging, GroupWise WebAccess lets you send and receive mail messages, appointments, tasks, notes, and attached files. In addition, you can keep track of your schedule with the Calendar, download copies of documents from document libraries you have access to, use Proxy to access other mailboxes, search for times when participants will be available for a meeting, check your shared and Find folders, and more.

This documentation contains the following sections:

- ♦ [Chapter 1, “Understanding GroupWise WebAccess,” on page 9](#)
- ♦ [Chapter 2, “GroupWise WebAccess Basics,” on page 17](#)
- ♦ [Chapter 3, “GroupWise WebAccess Advanced Features,” on page 37](#)

## Documentation Conventions

In Novell® documentation, a greater than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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# 1

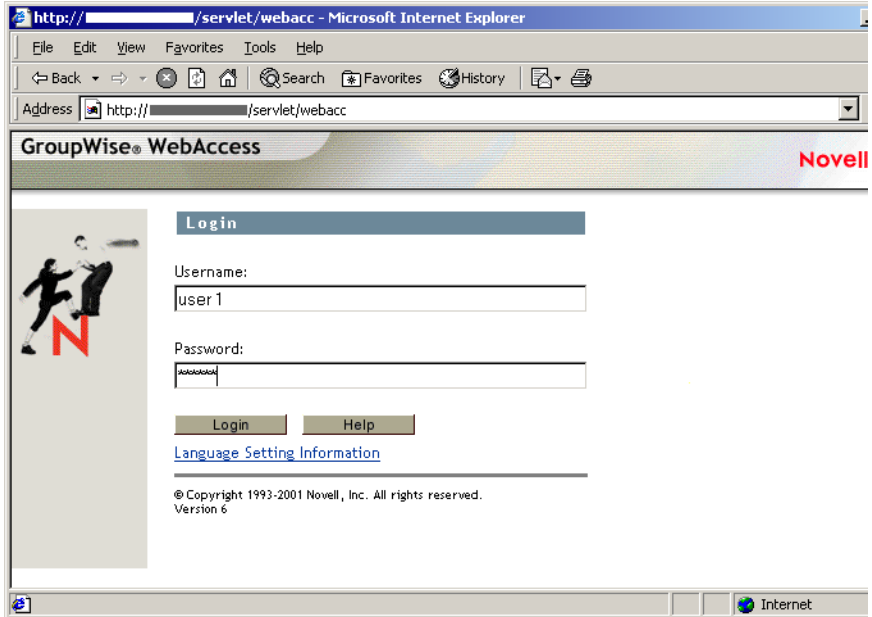
## Understanding GroupWise WebAccess

This section of the GroupWise® WebAccess User's Guide contains the following topics:

- ♦ “Starting GroupWise WebAccess” on page 9
- ♦ “Understanding the GroupWise WebAccess Main Window” on page 10
- ♦ “Understanding Timing Out from GroupWise WebAccess” on page 14
- ♦ “Getting Help” on page 15

### Starting GroupWise WebAccess

You start GroupWise WebAccess as you would any other home page on the Internet. Use your Web browser to go to the URL your administrator gives you, such as [www.gmail.com](http://www.gmail.com), or an IP address such as 155.155.11.22.

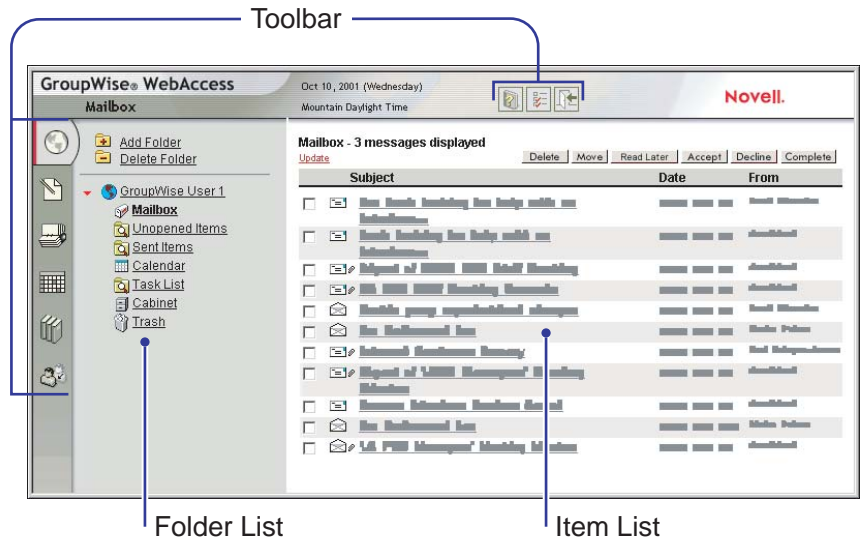


From the WebAccess login page, enter your username and password just as you would for your Windows\* version of GroupWise user account.

After you've entered your username and password, click Login.

## Understanding the GroupWise WebAccess Main Window

When you open GroupWise WebAccess, you see the main window, shown below. The main window is the starting point for many of the tasks you can accomplish with GroupWise WebAccess.



The main window has different components to help you accomplish your daily tasks. The following sections describe the various components you can use from the main window:

- ◆ “Understanding the Toolbar” on page 11
- ◆ “Understanding the Folder List” on page 11
- ◆ “Understanding the Item List” on page 12

## Understanding the Toolbar

The GroupWise toolbar appears at the top and left of the main window. The toolbar displays options to view your Mailbox, compose an item, search the Address Book, view your Calendar, search for documents in a GroupWise library, manage other mailboxes, open Help, change your GroupWise WebAccess options, and exit GroupWise WebAccess.

## Understanding the Folder List








The GroupWise Folder List appears on the left side of the main window. The Folder List displays the folders used to organize the items you've sent and received. You click a folder to display the contents of the folder in the Item List. The Mailbox folder is the default folder that is opened when you first log in.

You can add additional personal folders to further organize your items. For example, you could add a folder to your Cabinet to store all messages you receive regarding a specific project you're working on. The Cabinet is a container for all your personal and shared folders.

You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them. They can then accept the folder or it.

In the Windows version of GroupWise, you can save the results of an item or document search in a folder. You cannot do this in GroupWise WebAccess. However, GroupWise WebAccess lets you view any Find Results folders you've created in another version of GroupWise. For further information, see the [GroupWise documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).

The following icons are displayed in the Folder List:

Icon	Description
 Mailbox	Lists items you've received
 Unopened Items	Lists received items you have not yet opened
 Sent Items	Lists items you've sent
 Calendar	Lists all appointments, tasks, and notes in your Calendar
 Task List	Lists all tasks in your Calendar
 Cabinet	Lists folders you've created
 Trash	Lists items that you've deleted but have not yet been purged










## Understanding the Item List











The Item List displays the contents of the folder that is currently open. By default, the most recent 25 items in the folder are displayed. If the folder contains more than 25 messages, a Display Next button appears at the bottom of the list. You can use it to display the next 25 messages, or you can choose to select more or fewer than 25 messages.

The icon next to each item indicates the item type, status, and priority. You can click an item to open it. When you open an item, all actions you can perform on that item type are displayed at the top of the item view. For easy access, actions that you commonly perform on items are also displayed at the top of the Item List. You can select multiple items by clicking the boxes to the left of the items.

Whenever you select items in the Item List and perform an action on them, WebAccess updates the Item List. However, to reduce the number of times you need to access the Web server, WebAccess does not automatically update the Item List when you open an item and perform an action on it. For example, if you select an item in the Item List and move it to another folder, the Item List will be updated after the move. However, if you open an item and move it to a folder, the Item List is not updated. To refresh the list, you can open the folder again or click Update at the top of the list.

The following icons may be displayed in the Item List:

Icon	Message Type, Status, and Priority
	Unopened mail message (high, normal, low priority)
	Opened mail message (high, normal, low priority)
	Unopened appointment (high, normal, low priority)
	Opened appointment (high, normal, low priority)
	Unopened task (high, normal, low priority)
	Opened task (high, normal, low priority)
	Unopened note (high, normal, low priority)
	Opened note (high, normal, low priority)
	Unopened phone message (high, normal, low priority)

Icon	Message Type, Status, and Priority
	Opened phone message (high, normal, low priority)
	Reply requested (high, normal, low priority)
	Unopened document reference
	Opened document reference
	One or more attachments included with the item
	Shared folder notification
	Shared address book notification
	Sent item
	Unopened posted item (shared folder)
	Opened posted item (shared folder)

## Understanding Timing Out from GroupWise WebAccess

Specific actions, such as opening or sending an item, generate a call to the Web server. Other actions, such as scrolling through items in the Item List, composing a message without sending it, or reading Help topics, do not generate a call to the Web server. If, for a period of time, you leave GroupWise WebAccess alone or perform actions that don't generate a call, WebAccess logs you out. Doing so not only provides security for your e-mail but also ensures that the Web server and GroupWise WebAccess run efficiently.

The timeout period is determined by your GroupWise system administrator. If you try to perform an action after you've been logged out, you will be prompted to log in again.

# Getting Help

If you have questions about using WebAccess, you can get help from several sources.

Online Help is available from wherever you are in WebAccess. When you click the Help button, a second browser window opens to display Help so that the task you are performing is not disturbed.

You can find GroupWise documentation, including GroupWise WebAccess documentation, at the [GroupWise documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).

In addition, you can find additional information and answers to your questions at the [GroupWise Cool Solutions Web site \(http://www.novell.com/cool solutions/gwmag/index.html\)](http://www.novell.com/cool solutions/gwmag/index.html).





# 2

## GroupWise WebAccess Basics

This section of the GroupWise® WebAccess User's Guide provides basic information to get you started using GroupWise WebAccess.

This section contains the following topics:

- ♦ “Composing Items” on page 17
- ♦ “Managing Items You Receive” on page 27
- ♦ “Managing Items You Send” on page 34

### Composing Items

GroupWise WebAccess has five different item types: mail message, phone message, appointment, note, and task. You address all item types in the same way, using the Address Book to add recipients' addresses to the To, CC, and BC boxes. You can also attach files to each item type and include Web site locations (URLs) in the Subject and Message box of each item type.

You can further group these five item types into two categories: unscheduled items and scheduled items.

- ♦ **Unscheduled Items:** Unscheduled items include mail messages and phone messages. Both types of messages let you send a messages that are not scheduled for a particular time or date.
  - ♦ **Mail Message:** Lets you specify a subject and message.
  - ♦ **Phone Message:** Similar to mail messages, except that phone messages have boxes for caller, company, and phone number information.

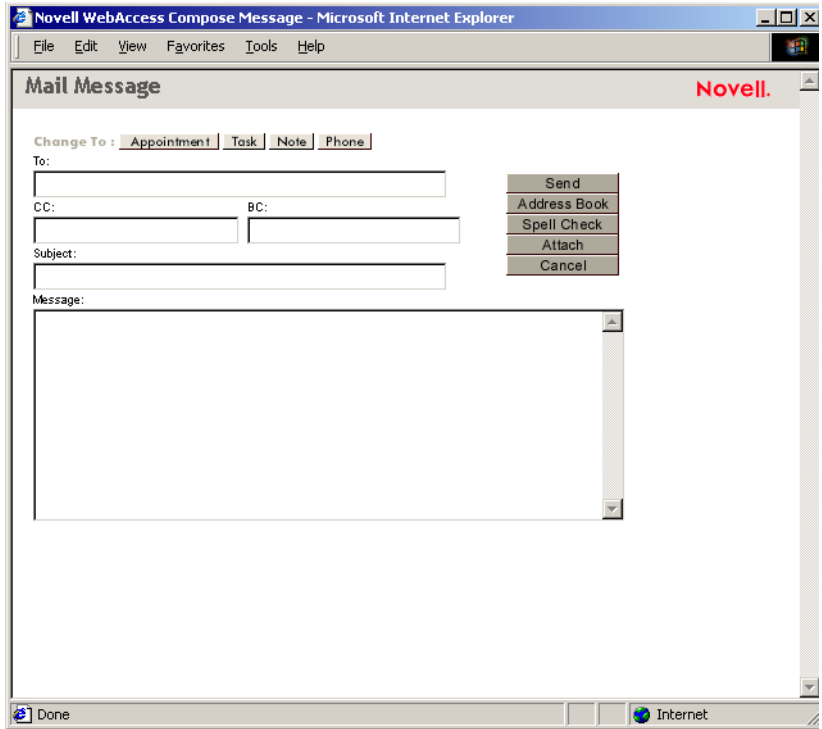
- ♦ **Scheduled Items:** Appointments, tasks, and notes are scheduled items, meaning that they appear in the recipient's Calendar as well as the Mailbox. The recipient of an appointment, task, or note has the option of accepting or declining it. Accepted items are removed from the recipient's Mailbox and stored in the recipient's Calendar. Declined items are removed from both the recipient's Mailbox and the Calendar. If you are the sender, you can see what action recipients have taken by checking the status information for the scheduled item.
  - ♦ **Appointment:** Lets you include the time, date, and place of the appointment. You can use Busy Search to find times when all recipients are free.
  - ♦ **Task:** Lets you indicate which day you want the task to appear in the recipient's Calendar and which day you want the task completed. You can also assign a priority to the task.
  - ♦ **Note:** Lets you indicate which day you want the note to appear on the recipient's Calendar. Because notes are posted in the recipient's Calendar, they are frequently used as reminders of specific events, such as days off, project deadlines, or birthdays.

This section contains the following topics:

- ♦ “Sending a Mail Message” on page 18
- ♦ “Sending a Phone Message” on page 20
- ♦ “Scheduling an Appointment” on page 21
- ♦ “Assigning a Task” on page 23
- ♦ “Writing a Note” on page 25
- ♦ “Sending or Receiving an Internet Location” on page 27

## Sending a Mail Message

- 1 From the GroupWise WebAccess main window, click the Compose Message, Appointment, Task, or Note button.



- 2** Click Address Book to add recipients in the To, CC, and BC boxes.

or

Type a recipient's address in the To, CC, or BC box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

- 3** Type a subject and message.

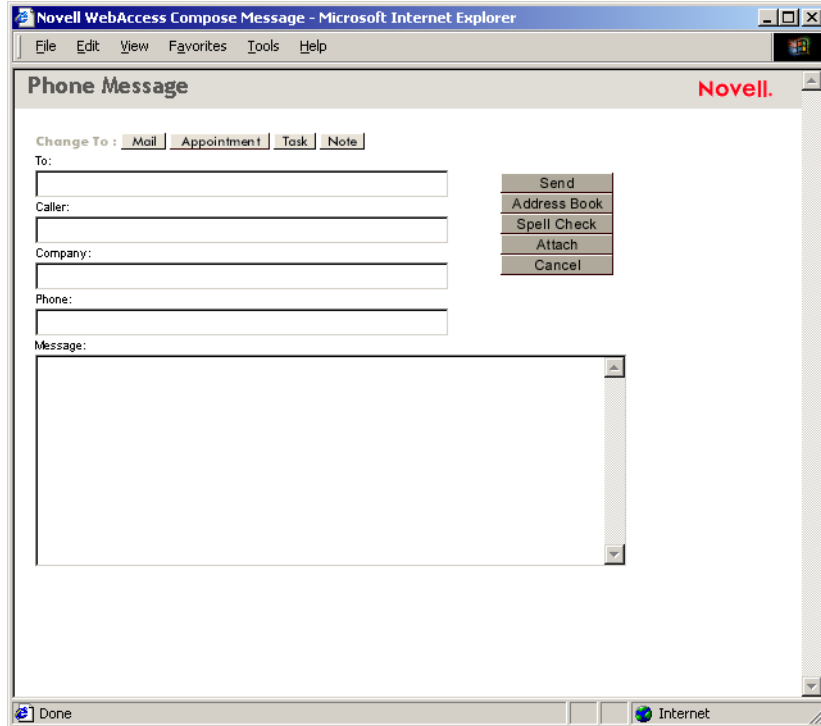
You can include Web site locations or addresses (URLs) in both the Subject and Message boxes.

- 4** (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java\*.
- 5** (Optional) Click Attach to attach files to the message. For this feature to work, your browser must support attachments.
- 6** Click Send.

## Sending a Phone Message

GroupWise phone messages are similar to paper-based While You Were Out messages. You send GroupWise phone messages to inform other users of calls and their details. GroupWise phone messages do not send spoken messages.

- 1 From the GroupWise WebAccess main window, click the Compose Message, Appointment, Task, or Note button.
- 2 Click Phone to change the mail message to a phone message.



- 3 Click Address Book to add recipients in the To box.

or

Type a recipient's address in the To box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

- 4 Type the caller, company, and phone information.

**5** Type a message.

You can include Web site locations or addresses (URLs) in the Message box.

**6** (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java.

**7** (Optional) Click Attach to attach files to the message. For this feature to work, your browser must support attachments.

**8** Click Send.

## **Scheduling an Appointment**

**1** From the GroupWise WebAccess main window, click the Compose Message, Appointment, Task, or Note button to display a mail message > click Appointment to change the mail message to an appointment.

or

From the HTML Calendar, click Create Appointment.

or

From the Java Calendar, double-click the Appointment list.

- 2** Click Address Book to add recipients in the To, CC, and BC boxes. If you want to create a personal appointment that displays only in your Calendar, do not add additional names.

or

Type a recipient's address in the To, CC, or BC box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

To schedule a resource, such as a conference room, that is available in the address book, add the resource to the To box.

- 3** Type a location for the meeting.

If you added a resource to the To box, the location may be filled in automatically.

- 4** Specify the month, day, year, and beginning time for the appointment.

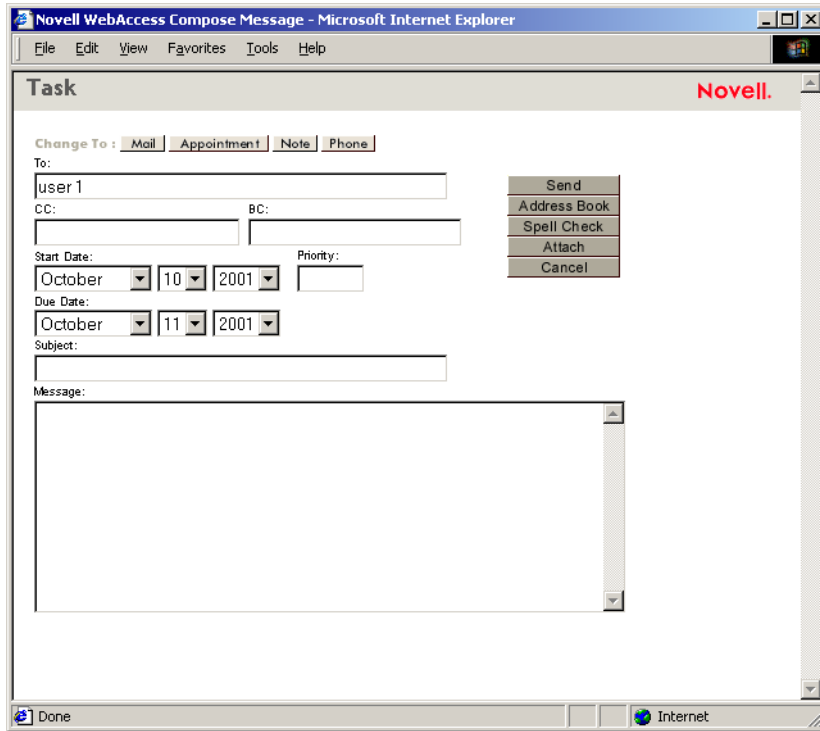
or

Click Busy Search to find and insert an appointment time when all the recipients are available.

- 5** To set the duration, type a number > select Hours, Minutes, or Days.  
You can use whole numbers or decimal numbers, such as 90 minutes or 1.5 hours.
- 6** Type a subject and message.  
You can include Web site locations or addresses (URLs) in both the Subject and Message boxes.
- 7** (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java.
- 8** (Optional) Click Attach to attach files to the appointment. For this feature to work, your browser must support attachments.
- 9** Click Send.

## Assigning a Task

- 1** From the GroupWise WebAccess main window, click the Compose Message, Appointment, Task, or Note button to display a mail message > click Task to change the mail message to a task.  
  
or  
  
From the HTML Calendar, click Create Task.  
  
or  
  
From the Java Calendar, double-click the Task list.



- 2** Click Address Book to add recipients in the To, CC, and BC boxes.

or

Type a recipient's address in the To, CC, or BC box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

To create a personal task that displays only in your Calendar, add your name only.

- 3** For the start date, specify the month, day, and year you want the task to first appear on the recipient's Calendar.
- 4** Type a priority.  
You can type a letter (such as A), a number (such as 1), or a letter-number combination with the letter first (such as A1).
- 5** For the due date, specify the month, day, and year when you want the task to be completed.



**6** Type a subject and message.

You can include Web site locations or addresses (URLs) in both the Subject and Message boxes.

**7** (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java.

**8** (Optional) Click Attach to attach files to the message. For this feature to work, your browser must support attachments.

**9** Click Send.

## Writing a Note

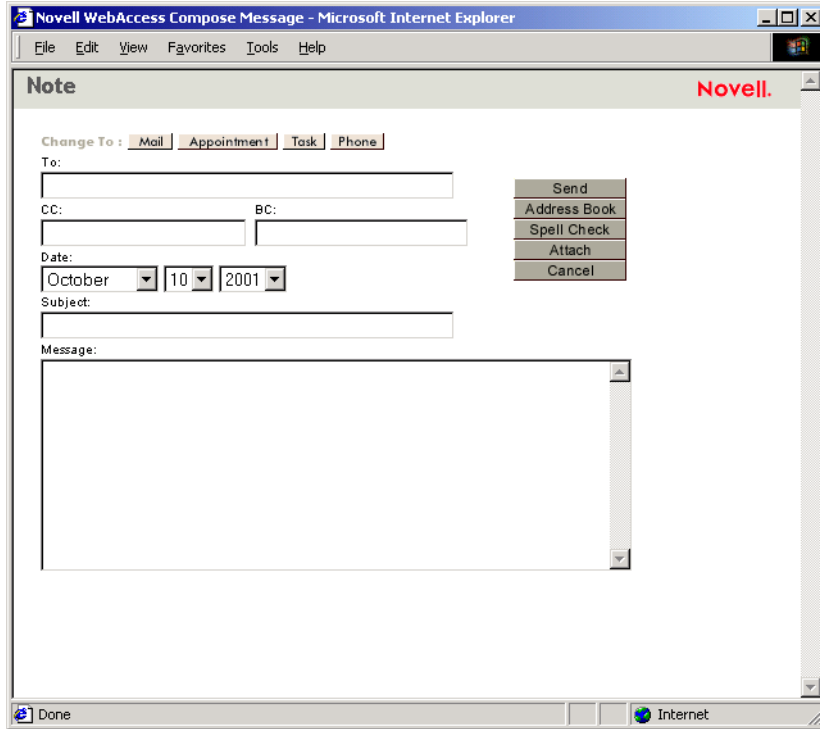
**1** From the GroupWise WebAccess main window, click the Compose Message, Appointment, Task, or Note button to display a mail message > click Note to change the mail message to a note.

or

From the HTML Calendar, click Create Note.

or

From the Java Calendar, double-click the Note list.



- 2** Click Address Book to add recipients in the To, CC, and BC boxes.

or

Type a recipient's address in the To, CC, or BC box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

To create a personal note that displays only in your Calendar, add your name only.

- 3** Specify the month, day, and year you want the note to appear on the recipient's Calendar.
- 4** Type a subject and message.

You can include Web site locations or addresses (URLs) in both the Subject and Message boxes.

- 5** (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java.

- 6** (Optional) Click Attach to attach files to the note. For this feature to work, your browser must support attachments.
- 7** Click Send.

## **Sending or Receiving an Internet Location**

WebAccess allows you to send a Web site location, or URL (Uniform Resource Locator), to another user. WebAccess interprets any URL in the Message box into a shortcut to the Web site. The recipient who opens your message in WebAccess can click the shortcut displayed in the Attachments box to open a second browser window that displays the Web site.

## **Managing Items You Receive**

Reading and managing mail messages, appointments, tasks, or notes in WebAccess is as simple as clicking your mouse to open the item.

This section contains the following topics:

- ♦ “Opening an Item in Your Mailbox” on page 28
- ♦ “Replying to an Item You Receive” on page 28
- ♦ “Deleting an Item You Receive” on page 28
- ♦ “Undeleting an Item” on page 29
- ♦ “Marking an Item Unread (Read Later)” on page 29
- ♦ “Forwarding a Mail or Phone Message” on page 30
- ♦ “Accepting an Appointment, Note, or Task” on page 30
- ♦ “Declining an Appointment, Note, or Task” on page 31
- ♦ “Delegating an Appointment, Note, or Task” on page 32
- ♦ “Marking a Task Complete” on page 33
- ♦ “Moving an Item to a Folder” on page 34

## Opening an Item in Your Mailbox

In WebAccess, all GroupWise items are opened the same way.

- 1 From the Item List, click the subject of the item.

The available buttons vary depending on the item type you have open.

Appointments, tasks, and notes can be accepted, declined, or delegated. Click Accept, Decline, or Delegate next to the item in the Item List or in the message view itself.

## Replying to an Item You Receive

You can reply to an item you've received. You can reply to the item's author or to everybody who originally received the item.

- 1 Click the Mailbox icon in the Folder List.

or

Click the Calendar icon in the Folder List > go to the date of the appointment, task, or note.

- 2 Click the message, appointment, task, or note to open it.

- 3 Click Reply to Sender or Reply All to open a Reply form.

Reply to Sender sends a reply to the sender only. Reply All sends a reply to the sender and all recipients of the original item.

- 4 Type your message.

You can include Web site locations or addresses (URLs) in the Message box.

- 5 Click Send.

## Deleting an Item You Receive

You can delete an Item you receive and place it in the Trash.

- 1 Click the Mailbox icon in the Folder List.

or

To delete an item you've moved to a folder, click the folder in the Folder List.

or

To delete an appointment, task, or note you've already accepted, click the Calendar icon in the Folder List.

- 2** Locate the item in the Item List.
- 3** Select the item > click Delete at the top of the Item List.

or

Click the item to open it > click Delete.

The item is removed from your Mailbox or Calendar. The status of the item is also updated in the sender's Mailbox or Calendar to show you've deleted the item. As long as the item remains in your Trash, you can undelete it.

## Undeleting an Item

You can undelete an item you deleted unless you have emptied the Trash. An item emptied from the Trash cannot be undeleted.

- 1** Click the Trash icon in the Folder List.
- 2** Select the item > click Undelete at the top of the Item List.

or

Click the item to open it > click Undelete.

The item is moved from your Trash to the folder from which it was originally deleted.

## Marking an Item Unread (Read Later)

If you have opened and read an item, you can mark it as unread. This will change the item's icon in the Item List back to that of an unopened item. You might want to mark an item as unread if that item requires further action or if you don't want that item to get lost among the other opened items in your Item List.

- 1** Click the Mailbox icon in the Folder List.
- 2** Locate the item in the Item List.
- 3** Select the item > click Read Later at the top of the Item List.

or

Click the item to open it > click Read Later.

Using Read Later does not change the status of the item in Properties. For example, if you have opened an item, then marked the item unread, the sender of the item still sees the item status as opened in Properties.

## Forwarding a Mail or Phone Message

- 1** Click the Mailbox in the Folder List.
- 2** Click the mail or phone message to open it.
- 3** Click Forward to open a new message.

The original message is included as an attachment to the new message.

- 4** Click Address Book to add recipients in the To, CC, and BC boxes.

or

Type a recipient's address in the To, CC, or BC box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

- 5** Type a message.

You can include web site locations or addresses (URLs) in the Message box.

- 6** Click Send.

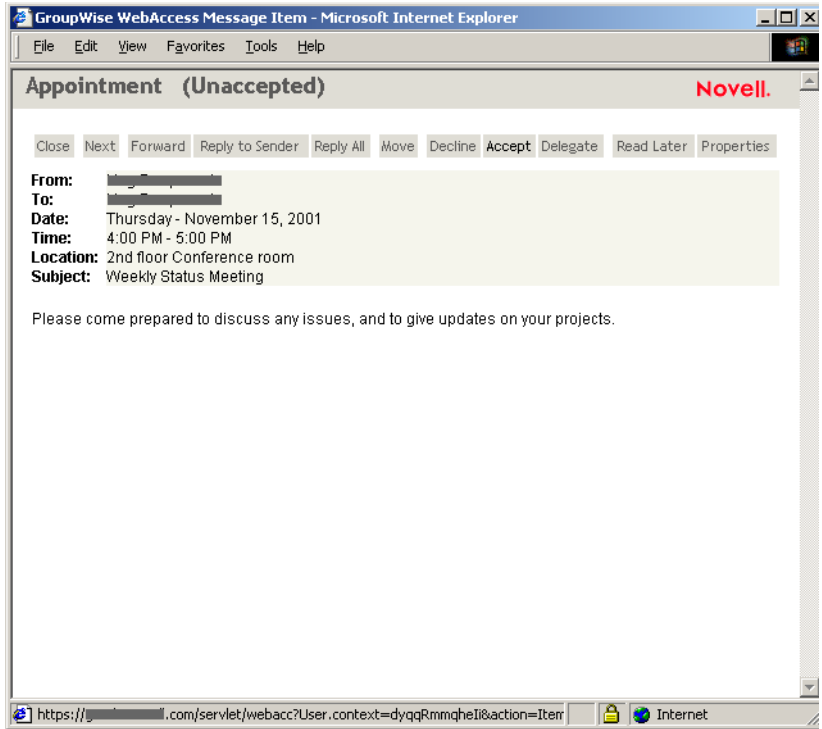
## Accepting an Appointment, Note, or Task

- 1** Click the Mailbox icon in the Folder List.

or

Click the Calendar icon in the Folder List > go to the date of the appointment, task, or note.

- 2** Click the appointment, task, or note to open it > click Accept.



- 3** If you want, type a message in the Comments to Sender box.
- 4** Click Accept.

The appointment, task, or note is removed from the Item List in your Mailbox and appears in your Calendar only. The sender can tell you've accepted the item by checking its status information.

## Declining an Appointment, Note, or Task

- 1** Click the Mailbox icon in the Folder List.

or

If you have already accepted the appointment, task, or note, click the Calendar icon in the Folder List to open the Calendar > go to the date of the appointment, task, or note.

- 2** Click the appointment, task, or note to open it.
- 3** Click Decline.

**4** If you want, type a message in the Comments to Sender box.

**5** Click Decline.

The appointment, task, or note is removed from your Calendar and Mailbox. The status of the item is updated in the sender's Mailbox to show that you have declined the item. If you commented when you declined the item, the sender can read your comments by checking the status information.

## Delegating an Appointment, Note, or Task

**1** Click the Mailbox icon in the Folder List.

or

If you have already accepted the appointment, task, or note, click the Calendar icon in the Folder List to open the Calendar > go to the date of the appointment, task, or note.

**2** Click the appointment, task, or note to open it.

**3** Click Delegate to open a Delegate form.

**4** Click Address Book to add recipients in the To box.

or

Type a recipient's address in the To box. The address can be a GroupWise user ID, GroupWise full name, or external e-mail address. Separate each address with a comma.

**5** Type a message.

You can include Web site locations or addresses (URLs) in the Message box.

**6** (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java.

**7** Click Send.

The original sender can see that you've delegated the appointment, task, or note by checking the status information for the item. You can also check whether the delegated item was accepted or declined by opening your Sent Items folder and checking the status information for the delegated item.



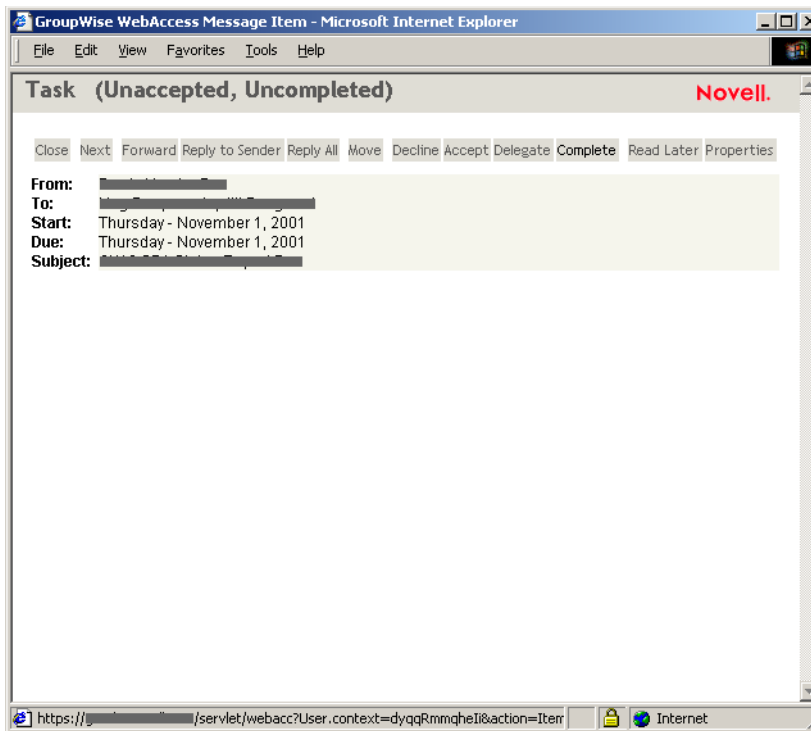
## Marking a Task Complete

- 1 Click the Calendar icon in the Folder List to open the Calendar > go to the date of the task.

or

If you have not yet accepted the task, click the Mailbox icon in the Folder List.

- 2 Click the task to open it.



- 3 Click Complete to display the Complete form.
- 4 Click Complete.

The sender of the task can see that you completed the task by checking its status information.

## Moving an Item to a Folder

- 1** To move an item you received, click the Mailbox icon in the Folder List.  
or  
To move an appointment, task, or note you've already accepted, click the Calendar icon in the Folder List.
- 2** Locate the item in the Item List.
- 3** Select the item > click Move at the top of the Item List.  
or  
Click the item to open it > click Move.
- 4** Click the folder where you want to move the item. If you are moving the item to a folder in the Cabinet, you may first need to click the arrow next to the Cabinet to display the Cabinet folders.

## Managing Items You Send

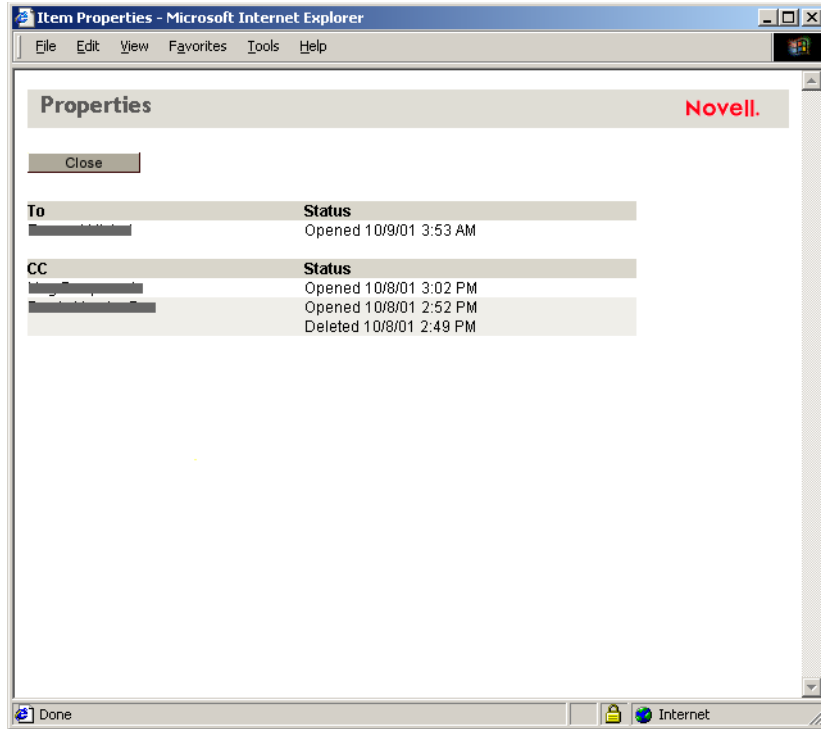
After you've sent an item, you can check its status to see if it has been delivered, read, deleted, and so forth. You can also retract a message, providing it has not been opened. You can also move items into different folders to keep you GroupWise Mailbox organized.

This section contains the following topics:

- ♦ [“Checking the Status of an Item You Send” on page 34](#)
- ♦ [“Deleting or Retracting an Item You Send” on page 35](#)
- ♦ [“Moving an Item to a Folder” on page 36](#)

## Checking the Status of an Item You Send

- 1** Click the Sent Items icon in the Folder List.
- 2** Click the item in the Item List to open it.
- 3** Click Properties.



## Deleting or Retracting an Item You Send

- 1** Click the Sent Items icon in the Folder List.
- 2** Click the item in the Item List to open it.
- 3** To delete the item from your Mailbox only, click Delete from This Mailbox.

or

To retract the item from your Mailbox and from all recipients' Mailboxes, click Delete from All Mailboxes.

A mail message or phone message is retracted only if the recipient has not yet opened it. An appointment, note, or task is retracted even if the recipient has already opened and accepted it.

## Moving an Item to a Folder

- 1** To move an item you sent, click the Sent Items icon in the Folder List.

or

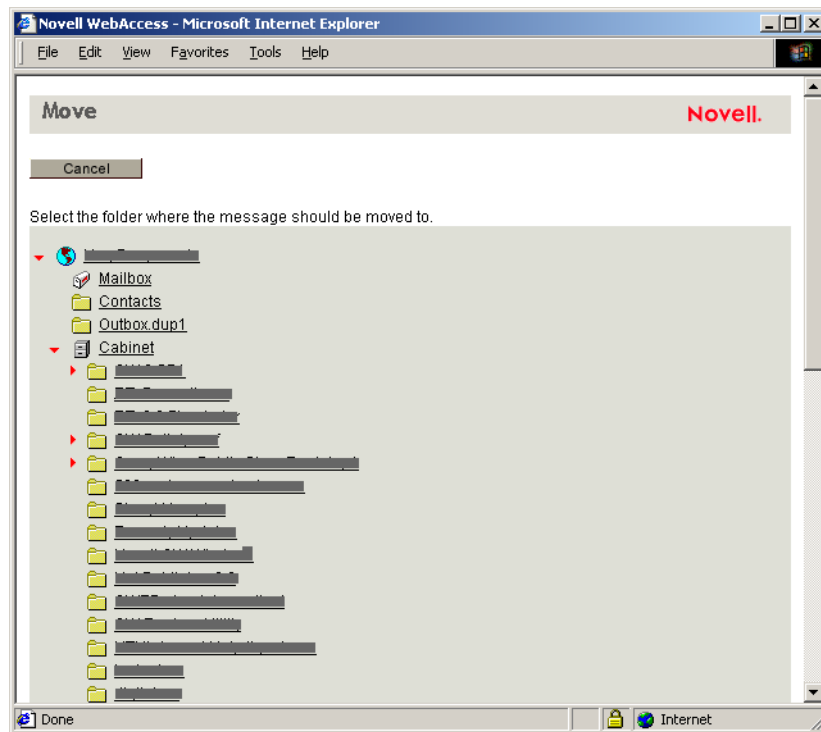
To move an appointment, task, or note you've already accepted, click the Calendar icon in the Folder List.

- 2** Locate the item in the Item List.

- 3** Select the item > click Move at the top of the Item List.

or

Click the item to open it > click Move.



- 4** Click the folder where you want to move the item. If you are moving the item to a folder in the Cabinet, you may first need to click the arrow next to the Cabinet to display the Cabinet folders.

# 3

## GroupWise WebAccess Advanced Features

GroupWise® WebAccess lets you use advanced features to help you read and send messages, use the WebAccess calendar, organize messages in folders, print messages, use Proxy to access other mailboxes, and more.

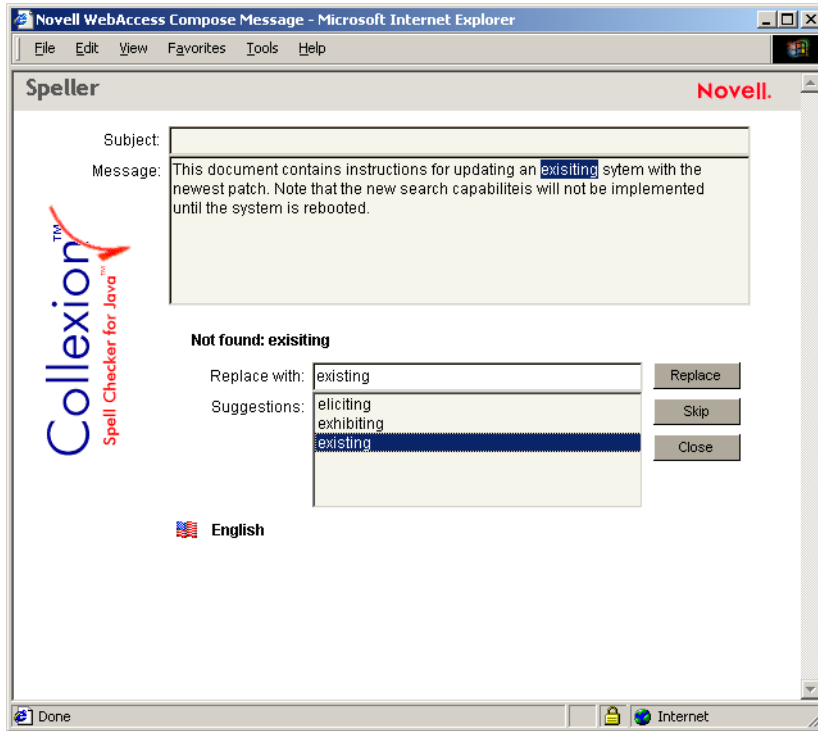
The section contains the following topics:

- ♦ “Using Spell Checker” on page 37
- ♦ “Using the Address Book” on page 39
- ♦ “Working with Attachments” on page 49
- ♦ “Using the WebAccess Calendar” on page 52
- ♦ “Working with Folders” on page 57
- ♦ “Using Proxy to Manage Other Mailboxes” on page 67
- ♦ “Using GroupWise Libraries” on page 73
- ♦ “Modifying WebAccess Options” on page 74
- ♦ “Printing from WebAccess” on page 82

### Using Spell Checker

Spell Checker lets you check messages you create for misspelled words. The WebAccess Spell Checker is a Java\* Applet. That means that to use the Spell Checker, your browser must be enabled for Java.

- 1 From a message you are creating, click Spell Check.



- 2** When Spell Checker stops on a word and suggests replacements, click the word you want in the Suggestions box > click Replace.

or

Edit the word in the Replace With box > click Replace.

or

If you don't want to change the word, click Skip.

Sometimes Spell Checker offers no replacement words. If this happens, click Skip, or edit the text manually in the Replace With box.

The WebAccess dictionary and word lists cannot be modified.

- 3** When there are no more words to check, click Close.

# Using the Address Book

The Address Book stores information about users, resources, and organizations. You can use the Address Book to search for information or to add e-mail addresses to an item you are composing.

GroupWise WebAccess includes an HTML version of the Address Book and a Java version. When you open the Address Book, the Java version is displayed. You can switch between versions once you've opened the Address Book.

The Address Book consists of the GroupWise system address book, one or more personal address books, the Frequent Contacts address book, and possibly shared address books and LDAP address books. Each type of address book is explained below:

- ♦ **GroupWise System Address Book:** You have one GroupWise system address book. The system address book includes all users who have a GroupWise Mailbox in your organization. You cannot modify the system address book.
- ♦ **Personal Address Books:** You can have multiple personal address books. By default, GroupWise WebAccess provides one predefined personal address book with your name as the title. You can use your personal address book to add e-mail addresses and information for users, resources, or organizations not defined in the system address book. These addresses can be for people inside or outside of your organization.
- ♦ **Frequent Contacts Address Book:** You have one Frequent Contacts address book. In the Windows\* version of the GroupWise client, your most frequently or most recently used addresses are automatically added to the Frequent Contacts address book. In GroupWise WebAccess, you must manually add addresses to this book. Addresses added by the Windows GroupWise client will also appear in the GroupWise WebAccess Frequent Contacts address book.
- ♦ **Shared Address Books:** In the Windows version of the GroupWise client, users can share address books with other users. In GroupWise WebAccess, you cannot share an address book with other users, but you can receive shared address books. Once you accept a shared address book, it appears in your Address Book list along with your system address book, personal address book, and Frequent Contacts address book.

- ♦ **LDAP Address Books:** If your GroupWise system administrator has implemented LDAP (Lightweight Directory Access Protocol) to gain access to other address books, the Address Book will give you the option of switching among the GroupWise address books (system address book, personal address book, Frequent Contacts, and shared address books) and the LDAP address books. You can use the LDAP address books to address items and search for user information.

This section contains the following topics:

- ♦ “Searching for an Entry in the Address Book” on page 40
- ♦ “Addressing an Item” on page 42
- ♦ “Managing a Personal Address Book” on page 43
- ♦ “Accepting a Shared Address Book” on page 46
- ♦ “Creating a Personal Group” on page 46

## Searching for an Entry in the Address Book

- 1** From the GroupWise WebAccess main window, click the Address Book icon to open the Address Book.

By default, the Address Book opens to the GroupWise address books. If your GroupWise system administrator has enabled LDAP, you can click LDAP Address Book to search LDAP address books.

- 2** In the Address Books list, select the address book you want to search.

For GroupWise, you can choose from the GroupWise address book, the Frequent Contacts address book, or a personal address book. For LDAP, you can choose from any LDAP address books your GroupWise system administrator has defined.

- 3** Select the number of entries you want displayed at one time. The default displays 25 entries at one time.
- 4** To list the first entries (25 by default) in the selected address book, leave the search conditions boxes empty.

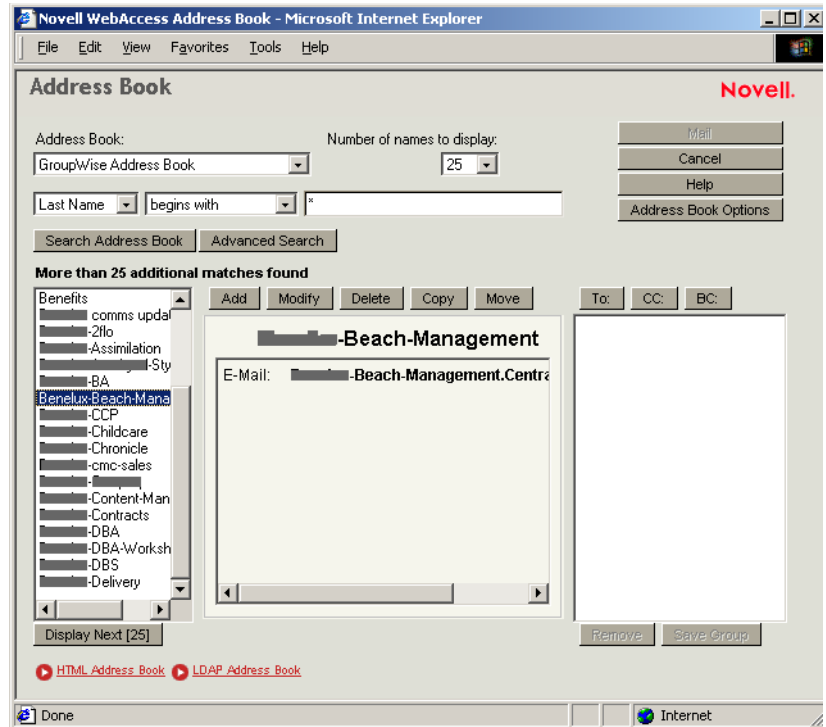
or

To search for a specific entry, use the search conditions boxes to define the Address Book fields and information you want to search.

GroupWise WebAccess supports the \* (asterisk) and ? (question mark) wildcards. When searching a field, you can use \* to represent multiple



characters and ? to represent one character. In the Java Address Book, for example, if you define a "First Name begins with jo\*" condition, the search will return all entries whose first names start with JO (John, Joel, Jose, and so forth). If you define a "Last Name contains s?n" condition, the search will return all entries whose last names contain S and N separated by one character (Sanders, Johansson, Larsen, and so forth).



The HTML Address Book and LDAP Address Book allow you to enter two search conditions. The Java Address Book, however, lets you enter more than two conditions. To do so, click the Advanced Search button.

- 5 Click Search Address Book (or Search) to display a list of entries that match your search conditions.

If you decide to send an item to a user you found, you can click To, CC, or BC to indicate the recipient type and then click Mail to open a new item.

## Addressing an Item

- 1** Open a new item.
- 2** Click Address Book to open the Address Book.

By default, the Address Book opens to the GroupWise address books. If your GroupWise system administrator has enabled LDAP, you can click LDAP Address Book to search LDAP address books.

- 3** In the Address Books list, select the address book you want to search.

For GroupWise, you can choose from the GroupWise address book, the Frequent Contacts address book, or a personal address book. For LDAP, you can choose from any LDAP address books your GroupWise system administrator has defined.

- 4** Select the number of entries you want displayed at one time. The default displays 25 entries at one time.
- 5** To list the first entries (25 by default) in the selected address book, leave the search conditions boxes empty.

or

To search for a specific entry, use the search conditions boxes to define the Address Book fields and information you want to search.

GroupWise WebAccess supports the \* (asterisk) and ? (question mark) wildcards. When searching a field, you can use \* to represent multiple characters and ? to represent one character. In the Java Address Book, for example, if you define a "First Name begins with jo\*" condition, the search will return all entries whose first names start with JO (John, Joel, Jose, and so forth). If you define a "Last Name contains s?n" condition, the search will return all entries whose last names contain S and N separated by one character (Sanders, Johansson, Larsen, and so forth).

The HTML Address Book and LDAP Address Book allow you to enter two search conditions. The Java Address Book, however, lets you enter more than two conditions. To do so, click the Advanced Search button.

- 6** Click Search Address Book (or Search) to display a list of entries that match your search conditions.
- 7** Select the entry you want to add to the item's recipient list > click To, CC, or BC to indicate the recipient type.

If you are using the HTML Address Book or LDAP Address Book, you can add multiple recipients at one time by selecting the check boxes in

front of the recipients' entries. In the Java Address Book, you must add each recipient individually.

- 8 After you've finished selecting the item's recipients, click OK to add them to the item.

## Managing a Personal Address Book

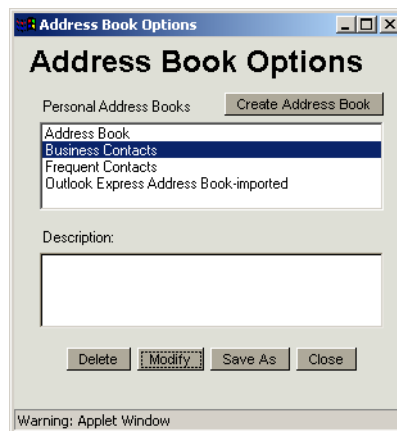
You can have multiple personal address books. By default, GroupWise WebAccess provides one predefined personal address book with your name as the title. You can use your personal address book to add e-mail addresses and information for users, resources, or organizations not defined in the system address book. These addresses can be for people inside or outside of your organization.

This section contains the following topics:

- ♦ “Creating a Personal Address Book” on page 43
- ♦ “Adding Entries to a Personal Address Book” on page 44

### Creating a Personal Address Book

- 1 From the GroupWise WebAccess main window, click the Address Book icon to open the Address Book.
- 2 Click Address Book Options.



- 3 Click Create Address Book to display the Create Address Book form.

- 4** In the Address Book Name box, type the name you want to use for the personal address book.
- 5** If desired, enter a description in the Description box.

The description is for your use only. It appears only when viewing the address books in the Address Books Options form.
- 6** Click OK to add the new address book to the Personal Address Book list.
- 7** Click Close to return to the Address Book.

### **Adding Entries to a Personal Address Book**

- 1** From the GroupWise WebAccess main window, click the Address Book icon to open the Address Book.
- 2** In the Address Book, click Add (or Add Entry) to display the Add Address Book Entry form.

**Add Address Book Entry**

Add:

Personal Address Book:

\* First Name:

\* Last Name:

\* E-Mail:

Office Phone:

Display Name:

Title:

Cell Phone:

Home Phone:

Fax:

Pager:

Organization:

Department:

Address:

City:

State:

Zip Code:

Country:

Mail Stop:

Screen Name:

Greeting:

Comments:

\* Data is required in at least one of these fields.

Warning: Applet Window

- 3** If you want to add a resource or organization rather than a person, click Resource or Organization.
- 4** Select the personal address book where you want to add the entry.
- 5** Fill in at least one of the asterisked fields. This is required so that the entry can be listed in the Address Book.  
If you want to send messages to the entry, make sure you complete the E-Mail Address field.
- 6** Fill in any other fields you want. Any information you add will be displayed when you select the entry in the Address Book.
- 7** Click OK to save the entry to the selected address book.

## Accepting a Shared Address Book

In the Windows version of the GroupWise client, users can share address books with other users. In GroupWise WebAccess, you cannot share an address book with other users, but you can receive shared address books. Once you accept a shared address book, it appears in your Address Book list along with your system address book, personal address book, and Frequent Contacts address book.

- 1** Click the Mailbox icon in the Folder List.
- 2** Click the shared address book notification to open it.
- 3** Click Accept Address Book to add the address book to the Address Book list.

You can now use the shared address book to address items or look up user information just as you would from your own address books

## Creating a Personal Group

- 1** From the GroupWise WebAccess main window, click the Address Book icon to open the Address Book.

By default, the Address Book opens to the GroupWise address books. If your GroupWise system administrator has enabled LDAP, you can click LDAP Address Book to search LDAP address books for entries you want to add to the personal group.

- 2** In the Address Books list, select the address book that contains the entries you want to add to the group.

For GroupWise, you can choose from the GroupWise address book, the Frequent Contacts address book, or a personal address book. For LDAP, you can choose from any LDAP address books your GroupWise system administrator has defined.

- 3** Select the number of entries you want displayed at one time. The default displays 25 entries at one time.
- 4** To list the first entries (25 by default) in the selected address book, leave the search conditions boxes empty.

or

To search for a specific entry, use the search conditions boxes to define the Address Book fields and information you want to search.

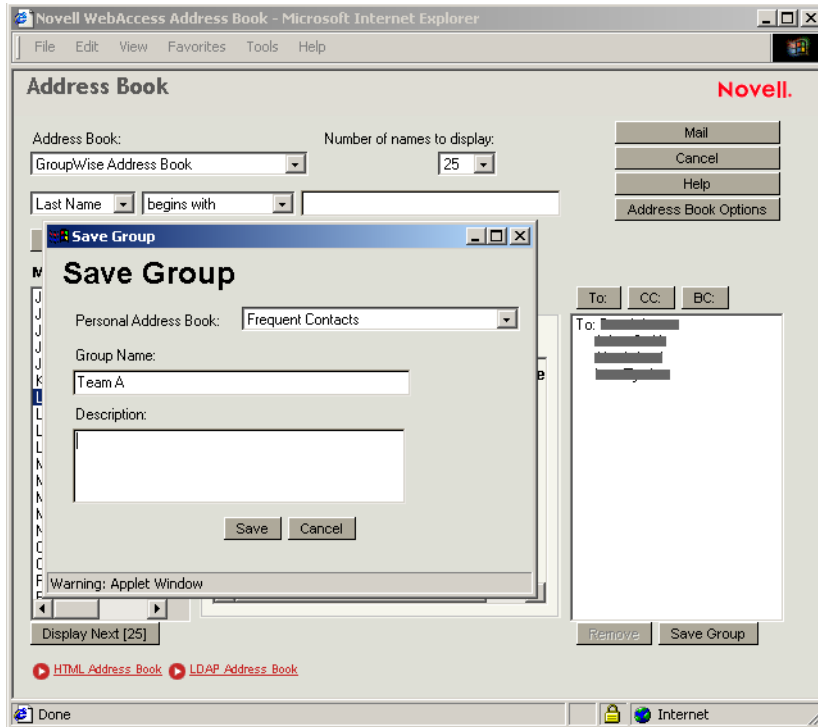
GroupWise WebAccess supports the \* (asterisk) and ? (question mark) wildcards. When searching a field, you can use \* to represent multiple characters and ? to represent one character. In the Java Address Book, for example, if you define a "First Name begins with jo\*" condition, the search will return all entries whose first names start with JO (John, Joel, Jose, and so forth). If you define a "Last Name contains s?n" condition, the search will return all entries whose last names contain S and N separated by one character (Sanders, Johansson, Larsen, and so forth).

The HTML Address Book and LDAP Address Book allow you to enter two search conditions. The Java Address Book, however, lets you enter more than two conditions. To do so, click the Advanced Search button.

- 5** Click Search Address Book (or Search) to display a list of entries that match your search conditions.
- 6** Select the entry you want to add to the group > click To, CC, or BC to indicate the recipient type.

If you are using the HTML Address Book or LDAP Address Book, you can add multiple recipients at one time by selecting the check boxes in front of the recipients' entries. In the Java Address Book, you must add each recipient individually.

- 7** After you've selected the entries you want to add to the group, click Save Group to display the Save Group form.



- 8** In the Personal Address Book list, select the personal address book where you want to save the group.
- 9** Enter a name and description (optional) for the group > click Save.

The group is added to the personal address book. When addressing items, you can type the group name in the To, CC, or BC box, or you can use the Address Book to include it. The item will be sent to each member of the group.



# Working with Attachments

All GroupWise items you send or receive can include attachments of any file type (for example, text, audio, image, video, and application).

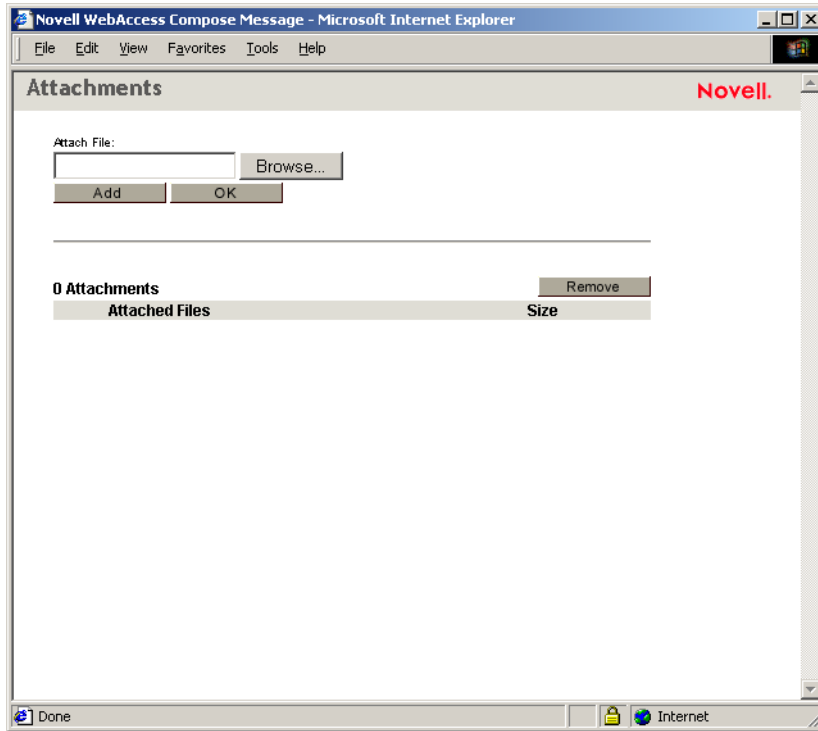
This section contains the following topics:

- ♦ [“Attaching a File to a Message” on page 49](#)
- ♦ [“Viewing Attachments” on page 51](#)
- ♦ [“Saving Attachments” on page 51](#)
- ♦ [“Modifying Your Browser's Attachment Defaults” on page 52](#)

## Attaching a File to a Message

You can attach one or more files to an item to send to other users. For example, you may want to send an expense report to another user or attach an agenda to an appointment. For you to attach files to an item, your browser must support attachments.

- 1** Open and complete any type of message (such as mail message, appointment, task, or note).
- 2** Click the Attach button.



- 3** Click Browse next to the Attach File box to find the file you want to attach  
> select the file > click Open.

If you have difficulty finding the file you want, you may be viewing HTML files only. To view all types of files, click All Files in the Files of Type box in the browser dialog box.

or

Type a filename in the box if you already know it.

- 4** Click OK.

or

Click Add > add additional files > click OK.

- 5** Click Send.

## Viewing Attachments

When you view an attached file, GroupWise WebAccess attempts to convert the file to HTML and display it in your browser. If GroupWise WebAccess cannot convert the file, you can try to have your browser display the file. Depending on how your browser is configured to handle the file, the browser may display the file, launch an application to view the file in its native format, or save the file.

Users of the Windows version of GroupWise can attach library documents to a message. The attachment includes both a document snapshot and a document reference. The document snapshot is the actual document attached to the message; the document reference is a link to the document in the library. When you receive the message, you have the option of using the document reference to view or save the actual library document, or using the document snapshot to view the document attached to the message.

- 1** From the GroupWise WebAccess main window, click an item with an attachment from the Item List.

Items containing attachments have a paperclip icon to the left of the Subject column.

- 2** Click View next to the attachment.

## Saving Attachments

You can save attachments in their native format.

- 1** From the GroupWise WebAccess main window, click an item with an attachment from the Item List.

Items containing attachments have a paperclip icon to the left of the Subject column.

- 2** Click Save As next to the attachment.

- 3** Click Save File to Disk > OK > select a location to save the file > click Save.

## Modifying Your Browser's Attachment Defaults

You may want to alter which files your browser automatically display. If your browser displays a file by default when you attempt to save text or HTML attachments, you can change your configuration so that your browser will save automatically or prompt you for instructions. For example, to change the Netscape\* browser configuration, perform the following steps.

- 1** Click Edit > Preferences.
- 2** Click the Helper Application > select the text/html type > click Edit.
- 3** Select Save to Disk to have the browser automatically save the attachment.  
  
or  
  
Select Ask Me Before Opening Files of This Type to have the browser prompt you for instructions.
- 4** Click OK.

See your browser documentation for additional information or information specific to your browser.

## Using the WebAccess Calendar

The Calendar lets you view appointments, tasks, or notes you've received from others or created for yourself. You can view one day, one week, or one month at a time.

You open the Calendar from the toolbar in the GroupWise WebAccess main window. When you open the Calendar, the HTML version is displayed. GroupWise WebAccess also provides a Java version of the Calendar. You can switch between versions after you've opened the Calendar, if your Web browser supports Java.

The Calendar displays any appointments, tasks, and notes you've received whether you've accepted them or not. You can perform the same actions on an item in the Calendar that you can on an item in the Mailbox, such as accepting, declining, delegating, or moving the item. In addition, you can also decline, delegate, or move items you've accepted that no longer appear in your Mailbox. While you have the Calendar open, you can also schedule appointments, assign tasks, and write notes to other users.

If you don't want to open the Calendar, you can use the Calendar option in the Folder List to display your Calendar items in the Item List.

This section contains the following topics:

- ♦ [“Using the HTML Version of the Calendar” on page 53](#)
- ♦ [“Using the Java Version of the Calendar” on page 56](#)

## Using the HTML Version of the Calendar

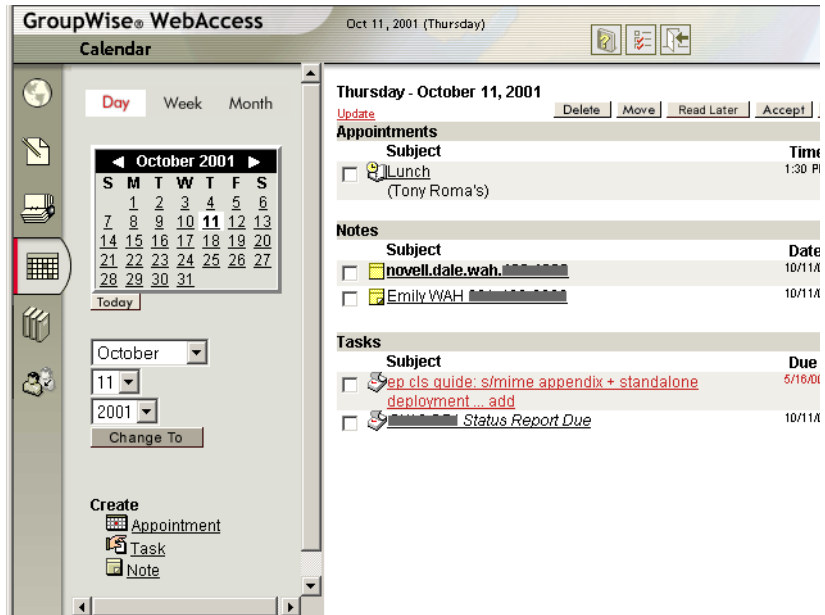
You open the Calendar from the toolbar in the GroupWise WebAccess main window. When you open the Calendar, the HTML version is displayed.

This section contains the following topics:

- ♦ [“Using the Day View Calendar” on page 53](#)
- ♦ [“Using the Week View Calendar” on page 54](#)
- ♦ [“Using the Month View Calendar” on page 55](#)

### Using the Day View Calendar

- 1** Click the View Calendar icon in the main window.
- 2** Click Day in the top-left corner of the Calendar view.



The Day View calendar displays the current date. To change dates within the current month, click the desired date in the monthly calendar.

To move forward or backward one month, click the arrow buttons next to the month header in the monthly calendar.

To return to the current day's calendar, click Today.

You can also use the Month, Day, and Year drop-down lists to display a calendar for a different date.

You can create an appointment, task, or note from within the calendar by using the appropriate option in the lower-left corner of the calendar view.

## Using the Week View Calendar

- 1** Click the View Calendar icon in the main window.
- 2** Click Week in the top-left corner of the Calendar view.

The Week View calendar displays the current week's calendar. To change the view to display another week's calendar, click any date from the desired week in the monthly calendar.

To move forward or backward one month, click the arrow buttons next to the month header in the monthly calendar.

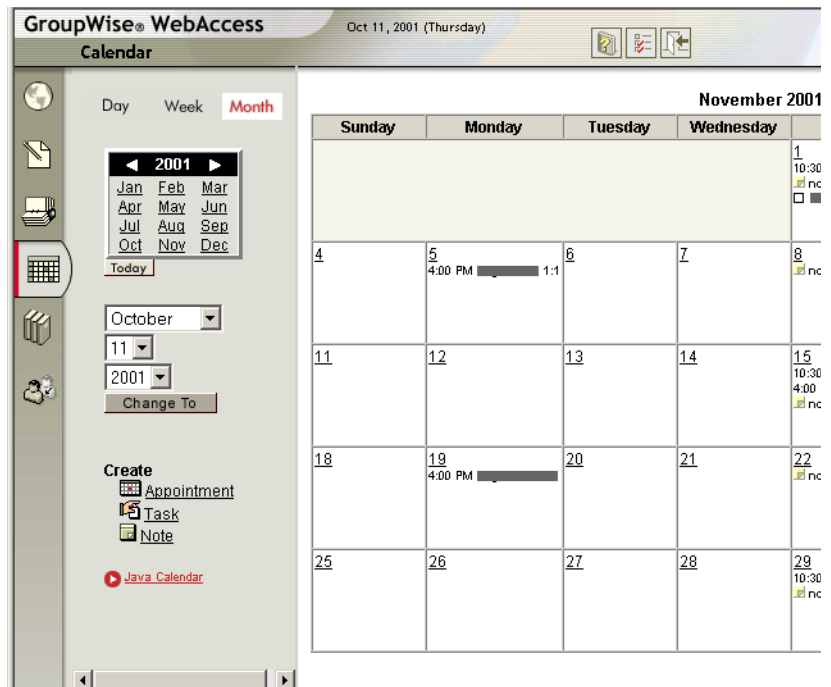
To view the current date's Day View calendar, click Today.

You can also use the Month, Day, and Year drop-down lists to display a Week View calendar for another week.

You can create an appointment, task, or note from within the calendar using the appropriate option in the lower-left corner of the calendar view.

## Using the Month View Calendar

- 1 Click the View Calendar icon in the main window.
- 2 Click Month in the top-left corner of the Calendar view.



The Month View calendar displays the current month's calendar. To change the view to display another month's calendar, click the month in the yearly calendar.

To move forward or backward one month, click the arrow buttons next to the year header in the yearly calendar.

To view the current date's Day View calendar, click Today.

You can also use the Month, Day, and Year drop-down lists to display a Day View calendar for another day.

You can create an Appointment, Task, or Note from within the calendar using the appropriate option in the lower-left corner of the calendar view.

## Using the Java Version of the Calendar

You open the Calendar from the toolbar in the GroupWise WebAccess main window. When you open the Calendar, the HTML version is displayed. GroupWise WebAccess also provides a Java version of the Calendar. You can switch between versions once you've opened the Calendar, if your Web browser supports Java. To switch to the Java calendar, click Java Calendar.

- 1** Click the View Calendar icon in the main window.
- 2** Click Java Calendar.

A two-day calendar is displayed. You can display or hide panes for Appointments, Tasks, and Notes by clicking the appropriate buttons.

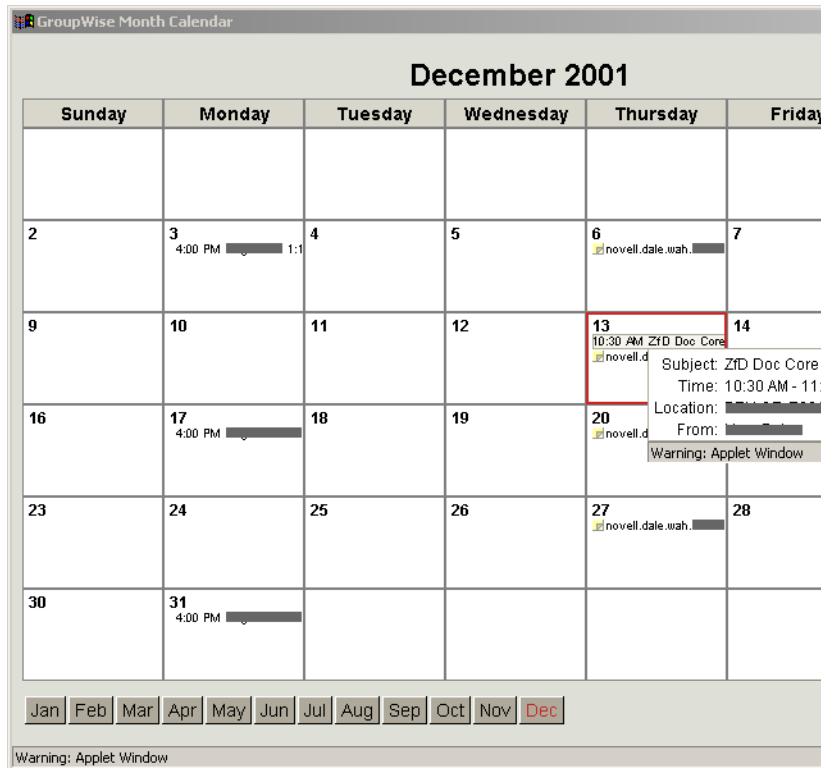
Double-click any item to open it.

To display a calendar of a specific date, click Go To Date > select the date using the monthly calendar or by using the backward/forward month and year buttons > click OK.

You can move forward or backward one day at a time by clicking the arrow buttons next to Today in the toolbar. To return to today's calendar, click Today.

To open a monthly calendar, click Launch Month Calendar.












Place the mouse pointer over any item to display its details, such as Time, Location, From, and so forth. You can display a calendar for another month in the current year by clicking the appropriate month button at the bottom of the view. You can also move forward or backward one month or year using the arrow buttons next to Today. To return to today's calendar, click Today.

## Working with Folders

GroupWise WebAccess provides folders to help organize the items you send and receive. The Folder List lets you select which folder you want open. The contents of the currently opened folder are displayed in the Item List.

The following folders are displayed in the Folder List. You can open a folder by clicking the icon.

Icon	Description
 Mailbox	Lists items you've received
 Unopened Items	Lists received items you have not yet opened
 Sent Items	Lists items you've sent
 Calendar	Lists all appointments, tasks, and notes in your Calendar
 Task List	Lists all tasks in your Calendar
 Cabinet	Lists folders you've created
 Trash	Lists deleted items that have not yet been purged

You can add additional folders to further organize your items. For example, you could add a folder to your Cabinet to store all messages you receive regarding a specific project you're working on.

You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them. They can then accept the folder or decline the folder.

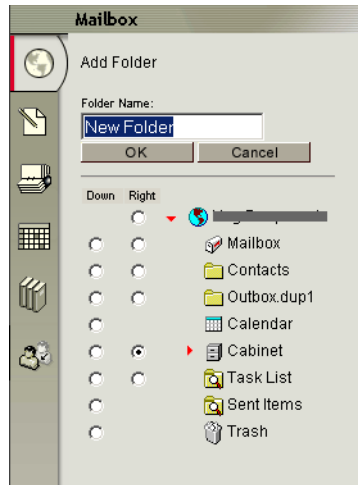
In the Windows version of GroupWise, you can save the results of an item or document search in a folder. You cannot do this in GroupWise WebAccess. However, GroupWise WebAccess lets you view any Find Results folders you've created in another version of GroupWise.

This section contains the following topics:

- ♦ [“Creating Folders” on page 59](#)
- ♦ [“Deleting Folders” on page 59](#)
- ♦ [“Moving an Item to Another Folder” on page 60](#)
- ♦ [“Viewing Items in a Find Results Folder” on page 60](#)
- ♦ [“Working with Shared Folders” on page 61](#)
- ♦ [“Using the Sent Items Folder” on page 65](#)
- ♦ [“Printing from WebAccess” on page 82](#)

## Creating Folders

- 1 In the Folder List, click Add Folder.



- 2 Type a name for your new folder in the Folder Name box.
- 3 Select the place in the Folder List where you want to add the folder. By default, the folder will be added as the first folder in the Cabinet.  

For example, to add a folder at the same level as the Mailbox folder, select the Down button next to the Mailbox folder. To add a folder to the Mailbox folder, select the Right button next to the Mailbox folder.
- 4 Click OK.

## Deleting Folders

You cannot delete your user folder, the Mailbox, the Cabinet, or the Trash. Be careful deleting folders. Some predefined folders, such as, the Sent Items folder, can be difficult to recreate.

- 1 In the Folder List, click Delete Folder.
- 2 Click the folder you want to delete > click Delete to confirm that you want to delete the folder and all its contents.

## Moving an Item to Another Folder

You cannot drag items from folder to folder. Also, because of most Web browsers' limitations, you cannot select more than one item at a time.

- 1** To move an item you received, click the Mailbox icon in the Folder List.

or

To move an appointment, task, or note you've already accepted, click the Calendar icon in the Folder List.

or

To move an item you sent, click the Sent Items icon in the Folder List.

- 2** Locate the item in the Item List.

- 3** Select the item > click Move at the top of the Item List.

or

Click the item to open it > click Move.

- 4** Click the folder where you want to move the item. If you are moving the item to a folder in the Cabinet, you may first need to click the arrow next to the Cabinet to display the Cabinet folders.

## Viewing Items in a Find Results Folder

A Find Results folder is a folder that displays the results of a query. When the folder is opened, GroupWise examines the search criteria defined for the folder, searches for everything specified, then displays everything it finds in the Item List. You can act on items in a Find Results folder the same way you act on items in any folder, such as opening, forwarding, printing, copying, moving, or deleting them, but the original item remains stored in the folder where the search found it. This means that if you move or delete an item from a Find Results folder, the item is deleted from the Item List, but not from the original location. The next time you open the Find Results folder, the search is performed again and the item is once again displayed.

The Sent Items Folder and the Task List Folder are both Find Results folders. Sent Items searches for every item you have sent, no matter which folder or subfolder it's now stored in, and displays the results. The Task List searches the Calendar and displays all of your completed and uncompleted tasks.

Although you cannot create new find results folders using WebAccess, you can use folders you created using the GroupWise Client for Windows.

However, to ensure that you are viewing the most recent information in the folder and not a cached copy, you should click Reload in your browser before opening a Find Results folder.

- 1** Click your browser's Reload button.
- 2** Click the Find Results folder to open it.

## Working with Shared Folders

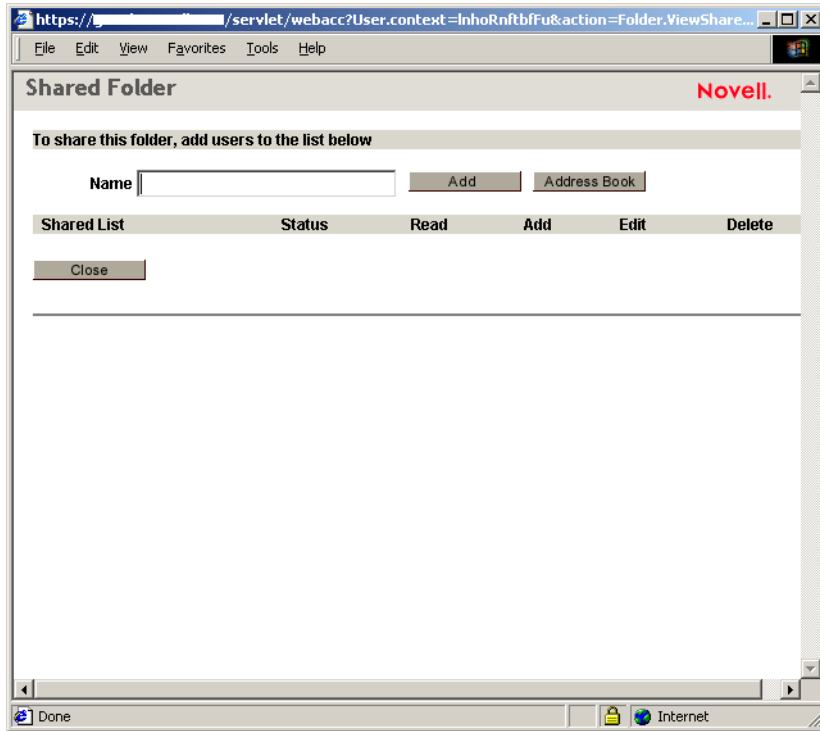
You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them. They can then accept the folder or decline the folder.

This section contains the following topics:

- ♦ [“Sharing Folders in WebAccess” on page 61](#)
- ♦ [“Accepting a Shared Folder” on page 63](#)
- ♦ [“Posting an Item to a Shared Folder” on page 64](#)

### Sharing Folders in WebAccess

- 1** In the Folder List, open the folder you want to share.
- 2** At the top of the Item List, click Share Folder.

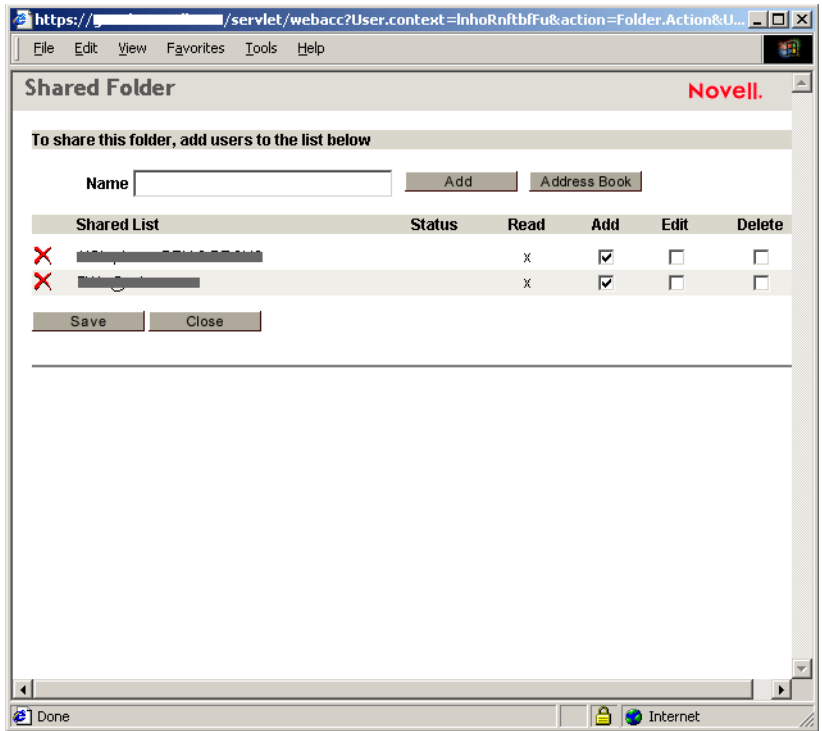


- 3** In the Name box, type the GroupWise names or GroupWise user IDs of the people with whom you want to share the folder > click Add to add them to the Shared list.

or

Click Address Book to use the Address Book to add names to the Shared list.

After you've added a shared folder recipient, the Status column displays Pending until the recipient accepts or declines the shared folder.



- 4 If desired, change the recipient's shared folder rights.
  - ♦ **Read:** Lets the user read items in the folder.
  - ♦ **Add:** Lets the user add items to the folder.
  - ♦ **Edit:** Lets the user edit items in the folder.
  - ♦ **Delete:** Lets the user delete items from the folder.
- 5 Click Save if you changed any shared folder rights.  
or  
Click Close.

## Accepting a Shared Folder

- 1 Click the Mailbox icon in the Folder List.
- 2 Click the shared folder notification to open it.
- 3 Click Accept Folder to open the Accept Shared Folder dialog box.

- 4** If you want to change the name of the folder (in your Folder List only), type a new name in the Folder Name box.
- 5** In the Folder List, select the location where you want the folder to be placed.
- 6** Click OK to add the folder.

### Posting an Item to a Shared Folder

- 1** In the Folder List, open the shared folder you want to post the item to.
- 2** At the top of the Item List, click Post Item to This Folder to display a Message form.
- 3** Type a subject and message.

The screenshot shows a web browser window titled "Novell WebAccess Compose Message - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The main content area is titled "Mail Message" and features the "Novell." logo in the top right corner. Below the title, the text "Production info - Post item" is displayed. The form contains a "Subject:" label followed by a text input field containing the word "Inquiry". To the right of this field are four buttons: "Post", "Spell Check", "Attach", and "Cancel". Below the subject field is a "Message:" label followed by a large text area containing the text "I was wondering if anyone had received an update about project 567?". The browser's status bar at the bottom shows "Done" and "Internet".

You can include Web site locations or addresses (URLs) in both the Subject and Message boxes.

- 4** (Optional) Click Spell Check to spell check the message. For this feature to work, your browser must be enabled for Java.



- 5** (Optional) Click Attach to attach files to the message. For this feature to work, your browser must support attachments.
- 6** Click Post to add the message to the shared folder.

## Undeleting Items in the Trash

When you delete an item, the item is moved to the Trash. The item remains in the Trash until you purge the item from the Trash or purge all items by emptying the Trash. The Trash works like other folders in your Folder List, which means you can list the items in the Trash as well as open and view item contents. You can also undelete items in the Trash. Undeleted items return to the folders from which they were deleted.

The Windows version of GroupWise includes an option for automatically emptying the Trash after a specified number of days. If this option has been set, either by you or by the GroupWise system administrator, items in the Trash will be automatically purged after the specified number of days.

To undelete items in your Trash folder,

- 1** Click Trash in the Folder List.
- 2** Open the item you want to undelete.
- 3** Click Undelete in the toolbar of the item.

## Using the Sent Items Folder

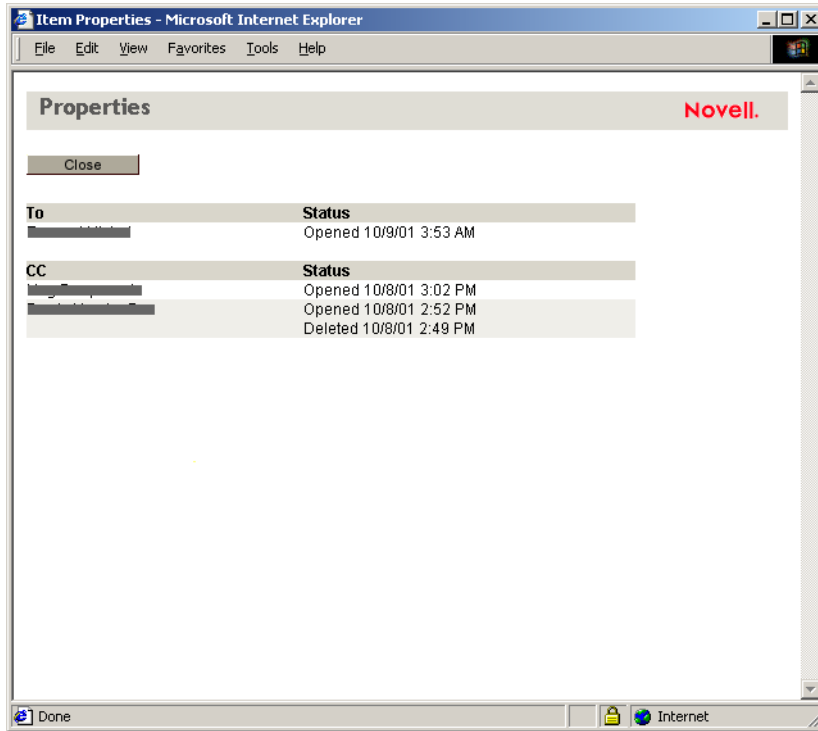
The Sent Items folder is a find results folder that displays everything you've sent from GroupWise. You can open the folder and view the list of items you've sent; you can check the status of sent items to see if recipients have acted on the item; and you can retract messages you have sent.

This section contains the following topics:

- ♦ [“Checking the Status of Sent Items” on page 65](#)
- ♦ [“Retracting a Message You Have Sent” on page 66](#)

### Checking the Status of Sent Items

- 1** Click the Sent Items folder in the Folder List.
- 2** Click any item to open it.
- 3** Click Properties.



You can see what the recipient has done with your message.

You can use Options in a full-network Windows version of the GroupWise to determine the level of information displayed in the Status window. If you don't have access to a full-network Windows version of GroupWise, your system administrator can change the status information level for you.

## Retracting a Message You Have Sent

When you retract a message, GroupWise removes it from the recipient's Mailbox. You can retract a mail or phone message as long as the recipient has not yet opened the message. You can retract an appointment, task, or note at any time.

- 1** Click the Sent Items folder in the Folder List.
- 2** Click any item to open it.
- 3** Click Delete from All Mailboxes.

# Using Proxy to Manage Other Mailboxes

Proxy lets a GroupWise user access another GroupWise user's Mailbox to perform various actions, such as reading, sending, accepting, and declining items, on behalf of the user. This means that you can manage another user's Mailbox (including the Calendar), or you can allow another user to manage your Mailbox.

Before you can use Proxy to manage another user's Mailbox, that person must grant you proxy access to his or her Mailbox. The same is true if you want someone to act as your proxy; you must give that person proxy access to your Mailbox.

Proxy access enables the proxy to open the other person's Mailbox, while logged in to his or her own Mailbox, without knowing the person's GroupWise user ID and Mailbox password. It also establishes the rights the proxy will have to the Mailbox. A proxy's rights determine the extent to which the proxy can manage the person's Mailbox. For example, the proxy may be given rights to read and write (send) all item types or be given rights to read Calendar items (appointments, tasks, and notes) only.

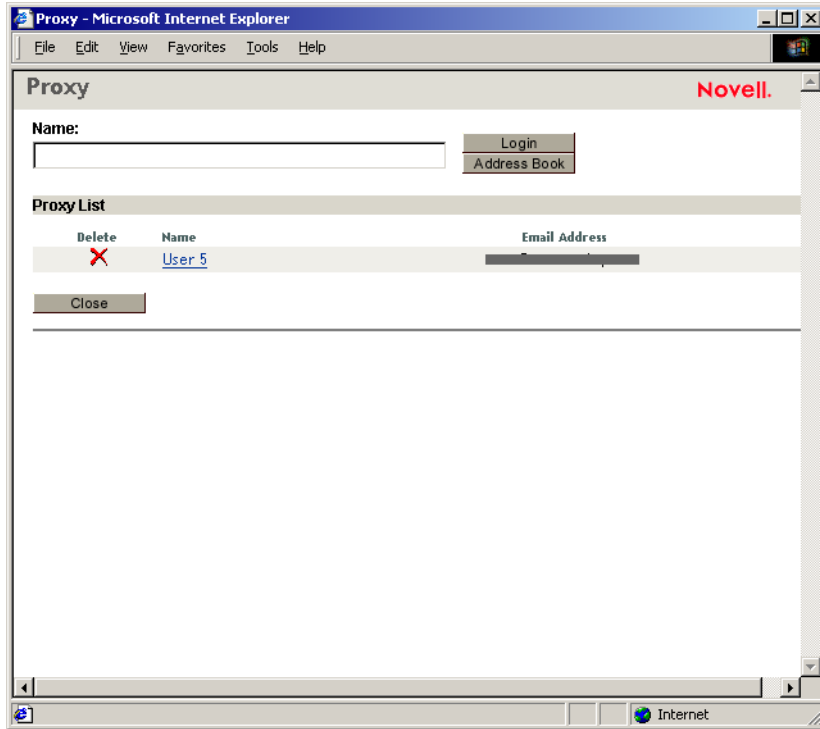
In addition to providing specific users with proxy access to your Mailbox, you can establish a default level of proxy access. The default level of proxy access is given to all GroupWise users who you haven't explicitly given proxy access to. You establish the default level of proxy access by modifying the <All User Access> entry in your Proxy Access list. For example, if you want to enable all GroupWise users to view your Calendar, you can modify the <All User Access> entry to give Read rights to your appointments, tasks, and notes. By default, the <All User Access> does not allow any access to your Mailbox.

This section contains the following topics:

- ♦ [“Proxying Another User’s Mailbox” on page 68](#)
- ♦ [“Granting Proxy Access to Your Mailbox” on page 69](#)
- ♦ [“Granting Default Proxy Access to Your Mailbox” on page 72](#)

## Proxying Another User's Mailbox

- 1 From the GroupWise WebAccess main window, click the Proxy icon.



The Proxy list contains the names of all users whose Mailboxes you've previously proxied.

- 2 If the user's whose Mailbox you want to proxy is listed in the Proxy list, click the user. Otherwise, continue with the next step.
- 3 Click Address Book to open the GroupWise Address Book.

or

If you know the full GroupWise address (userID.post\_office.domain) of the person whose Mailbox you want to proxy, enter the address in the Name field > click Login.

- 4 If you are using the Java Address Book, enter the search criteria needed to find the user whose Mailbox you want to proxy > click Search Address Book. In the list of users that is displayed as a result of the search, select

the user > click Add (above the list box on the right) > click Login to close the Address Book and display the user's Mailbox.

or

If you are using the HTML Address Book, enter the search criteria needed to find the user whom you want to be a proxy > click Search. In the list of users that is displayed as a result of the search, select the user > click Select (at the top of the list of users) > click Login to close the Address Book and display the user's Mailbox.

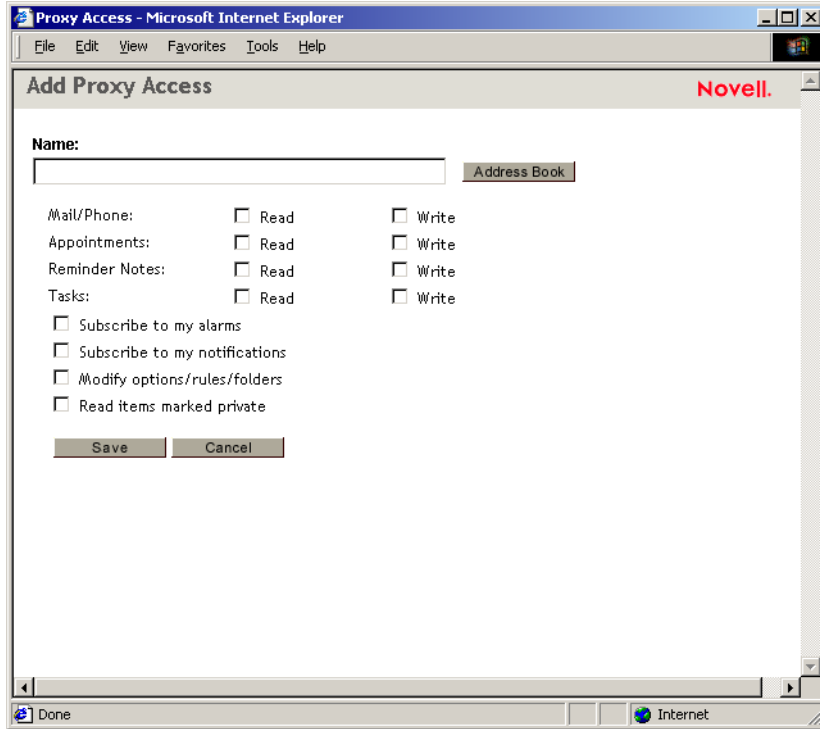
## Granting Proxy Access to Your Mailbox

**1** From the GroupWise WebAccess main window, click the Options icon on the toolbar.

**2** Click Proxy Access.

For a user to have proxy rights to your Mailbox, you must add the user to the Proxy Access list.

**3** Click Add Entry to display the Add Proxy Access page.



- 4** Click Address Book to open the GroupWise Address Book.

or

If you know the GroupWise user ID of the person you want to assign as a proxy, enter the user ID in the Name field > skip to step 6.

- 5** If you are using the Java Address Book, enter the search criteria needed to find the user whom you want to be a proxy > click Search Address Book. In the list of users that is displayed as a result of the search, select the user > click Add (above the list box on the right) > click OK to close the Address Book and display the user in the Name field.

or

If you are using the HTML Address Book, enter the search criteria needed to find the user whom you want to be a proxy > click Search. In the list of users that is displayed as a result of the search, select the user > click Select (at the top of the list of users) > click OK to close the Address Book and display the user in the Name field.

- 6** Select the rights you want to give the proxy:

- ♦ **Mail/Phone:** Select Read to enable the proxy to read mail and phone messages. Select Write to enable the proxy to create and send mail and phone messages.
- ♦ **Appointments:** Select Read to enable the proxy to read appointments. Select Write to enable the proxy to create and send appointments.
- ♦ **Reminder Notes:** Select Read to enable the proxy to read notes. Select Write to enable the proxy to create and send notes.
- ♦ **Tasks:** Select Read to enable the proxy to read tasks. Select Write to enable the proxy to create and send tasks.
- ♦ **Subscribe to My Alarms:** Select this option to enable the proxy to receive any appointment alarms you set. This applies only if the proxy is using the GroupWise client for Windows. Alarms are not supported in GroupWise WebAccess.
- ♦ **Subscribe to My Notifications:** Select this option to enable the proxy to receive notifications given through GroupWise Notify. This applies only if the proxy is using the GroupWise client for Windows. Notifications are not supported in GroupWise WebAccess.
- ♦ **Modify Options/Rules/Folders:** Select this option to enable the proxy to change the options in your Mailbox. The proxy can edit any of your Options settings, including the access given to other users. If the proxy also has Mail rights, he or she can create or modify rules and folders.
- ♦ **Read Items Marked Private:** Select this option to enable the proxy to see any items that are marked Private. If you don't give the proxy these rights, all items marked Private in your Mailbox are hidden from that proxy.

**7** Click Save to add the proxy to the Proxy Access list.

**8** Repeat steps 3 through 7 to add additional proxies.

or

Click Close to close the Proxy Access list.

## Granting Default Proxy Access to Your Mailbox

**1** From the GroupWise WebAccess main window, click the Options icon on the toolbar.

**2** Click Proxy Access.

The Proxy Access list contains an entry called <All User Access>. This entry applies to any GroupWise users who you have not explicitly added to the Proxy Access list.

**3** Click <All User Access> to display the proxy rights assigned to this entry.

By default, the <All User Access> entry has no proxy rights to your Mailbox.

**4** Select the rights you want to give the <All User Access> entry:

- ♦ **Mail/Phone:** Select Read to enable all users to read mail and phone messages. Select Write to enable all users to create and send mail and phone messages.
- ♦ **Appointments:** Select Read to enable all users to read appointments. Select Write to enable all users to create and send appointments.
- ♦ **Reminder Notes:** Select Read to enable all users to read notes. Select Write to enable all users to create and send notes.
- ♦ **Tasks:** Select Read to enable all users to read tasks. Select Write to enable all users to create and send tasks.
- ♦ **Subscribe to My Alarms:** Select this option to enable all users to receive any appointment alarms you set. This applies only if the proxy is using the GroupWise client for Windows. Alarms are not supported in GroupWise WebAccess.
- ♦ **Subscribe to My Notifications:** Select this option to enable the proxy to receive notifications given through GroupWise Notify. This applies only if users are using the GroupWise client for Windows. Notifications are not supported in GroupWise WebAccess.
- ♦ **Modify Options/Rules/Folders:** Select this option to enable all users to change the options in your Mailbox. The users can edit any of your Options settings, including the access given to other users. If the users also have Mail rights, they can create or modify rules and folders.
- ♦ **Read Items Marked Private:** Select this option to enable all users to see any items that are marked Private. If you don't give the users these rights, all items marked Private in your Mailbox are hidden from the users.



**5** Click Save to save the changes to the <All User Access> entry.

**6** Click Close to close the Proxy Access list.

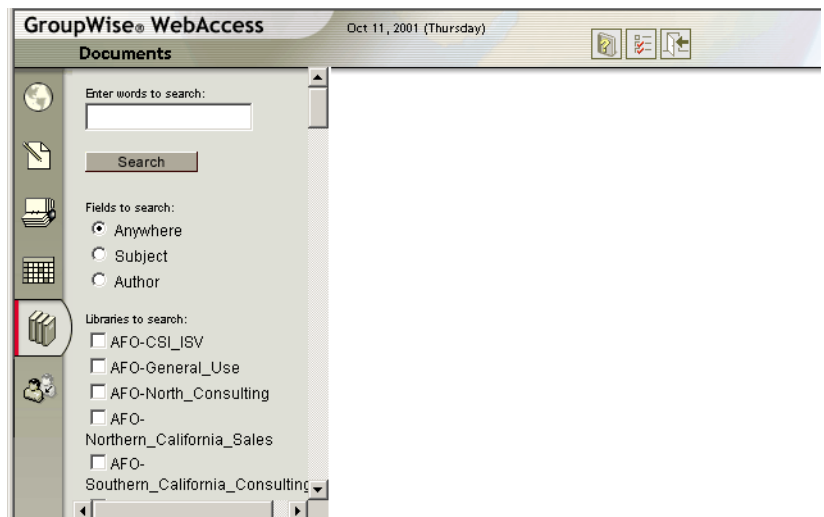
## Using GroupWise Libraries

GroupWise libraries store documents created by GroupWise users. GroupWise WebAccess lets you search GroupWise libraries for documents that you have created or that other users have created and shared with you. After you have found the document you want, you can view it as an HTML document or save it to your local drive and then view or edit it in its native application.

You cannot use GroupWise WebAccess to save documents to a library. This includes any new documents you've created or any existing library documents you've saved to your local drive to view or edit. To save a document to a library, use the Windows version of GroupWise.

To search for a document:

**1** From the GroupWise WebAccess main window, click the Search For Documents icon.



**2** Type the words you want to search for.

**3** Select whether you want to search the Subject field, the Author field, or all fields (anywhere) in the document.

- 4** Select the libraries to search.
- 5** Click Search to display documents that meet the search criteria.
- 6** Click the document to view it as an HTML document.  
or  
Click Save As to save the document to in its native format to a local drive.  
or  
Click Properties to display information about the document.

## Modifying WebAccess Options

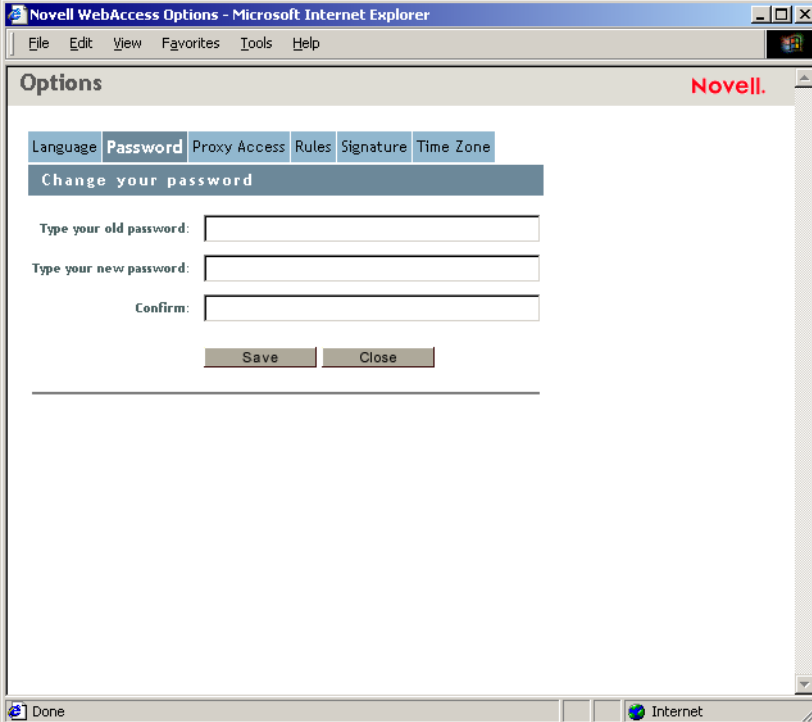
You can use GroupWise WebAccess to modify options to change your password, change your time zone, create rules, and more.

This section contains the following topics:

- ♦ [“Changing Your GroupWise Password” on page 75](#)
- ♦ [“Changing Your Time Zone” on page 76](#)
- ♦ [“Automatically Adding A Signature to Items You Send” on page 77](#)
- ♦ [“Creating Rules” on page 79](#)
- ♦ [“Activating or Deactivating Rules” on page 82](#)

# Changing Your GroupWise Password

- 1 From the GroupWise WebAccess main window, click the Options icon on the toolbar.



The screenshot shows a web browser window titled "Novell WebAccess Options - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The main content area is titled "Options" and features a "Novell." logo in the top right corner. Below the title, there is a row of tabs: "Language", "Password", "Proxy Access", "Rules", "Signature", and "Time Zone". The "Password" tab is currently selected. Underneath the tabs, a blue header bar reads "Change your password". Below this header, there are three text input fields: "Type your old password:", "Type your new password:", and "Confirm:". At the bottom of the form, there are two buttons: "Save" and "Close". The browser's status bar at the bottom shows "Done" and "Internet".

- 2 Type your old password.
- 3 Type your new password > retype the new password to confirm it.  
Remember that your password is case-sensitive.
- 4 Click OK.

When you change your password in GroupWise WebAccess, you change it for your GroupWise Mailbox. That means that you always use the same password to log in to your GroupWise Mailbox whether you are using GroupWise WebAccess or another version of the GroupWise client.

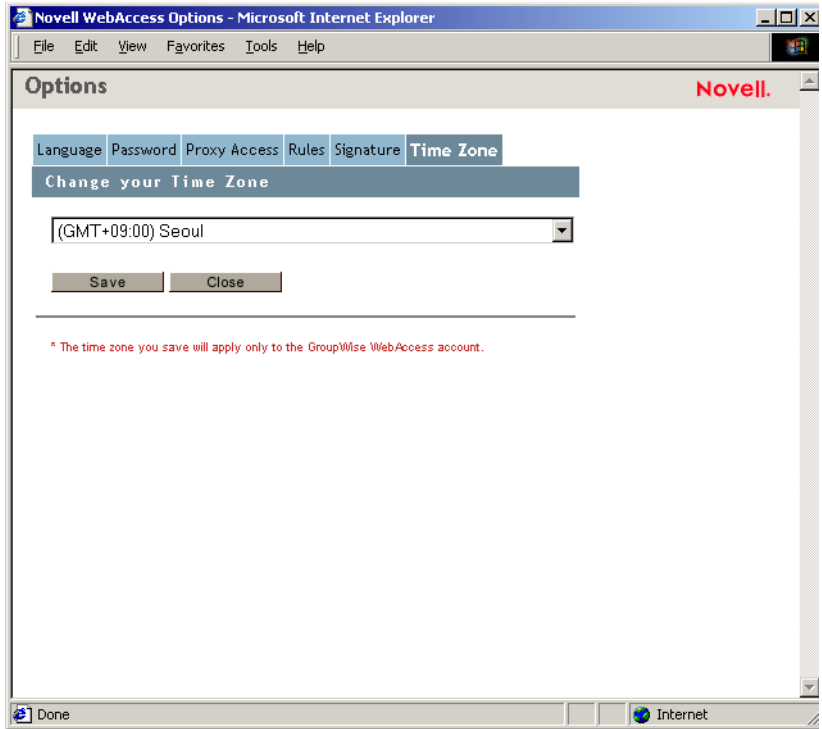
## Changing Your Time Zone

To ensure that dates and times are correct in messages, appointments, and other time-relevant information, GroupWise WebAccess must know the time zone in which you are located. For example GroupWise WebAccess automatically adjusts the time for appointments sent between people in different time zones. If you are located in New York and schedule a conference call with people in Los Angeles for 4:00 p.m. your time, the appointment received by the Los Angeles recipients will show the conference call at 1:00 p.m. their time.

By default, GroupWise WebAccess uses the time zone established for your GroupWise post office. However, if you are using GroupWise WebAccess in a time zone other than your post office's time zone, you should change your time zone setting. For example, if your post office is located in New York but you are working in Chicago, you would need to change your time zone setting from Eastern Time to Central Time.

The GroupWise WebAccess time zone setting applies only to GroupWise WebAccess. If you have access to the Windows version of the GroupWise client, that client will use the time zone configured through the Windows operating system, not the time zone you set in GroupWise WebAccess.

- 1** From the GroupWise WebAccess main window, click the Options icon on the toolbar.
- 2** Click Time Zone.

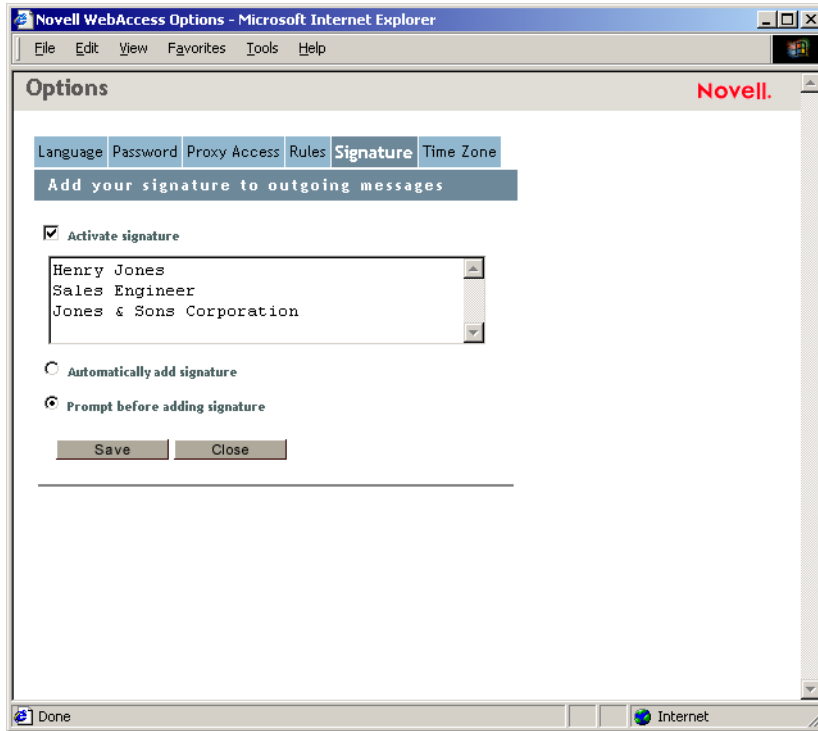


- 3** Select the time zone you want your GroupWise WebAccess messages and appointments based on.
- 4** Click Save.

## Automatically Adding A Signature to Items You Send

You can create an electronic signature that contains your name, title, phone number, and so forth. You can then choose to add the signature automatically to items you send or to prompt you before adding it.

- 1** From the GroupWise WebAccess main window, click the Options icon on the toolbar.
- 2** Click Signature.
- 3** Click Activate Signature.
- 4** Type your signature text in the box.



- 5** Click Automatically Add Signature to have GroupWise WebAccess add the signature when you send the item.

or

Click Prompt Before Adding Signature to have GroupWise WebAccess prompt you before adding the signature when you send the item.

- 6** Click Save.

When you create a signature, GroupWise WebAccess stores it in your GroupWise Mailbox at your post office. Whether you log in to your Mailbox through GroupWise WebAccess or another version of the GroupWise client, you always have the same signature.

## Creating Rules

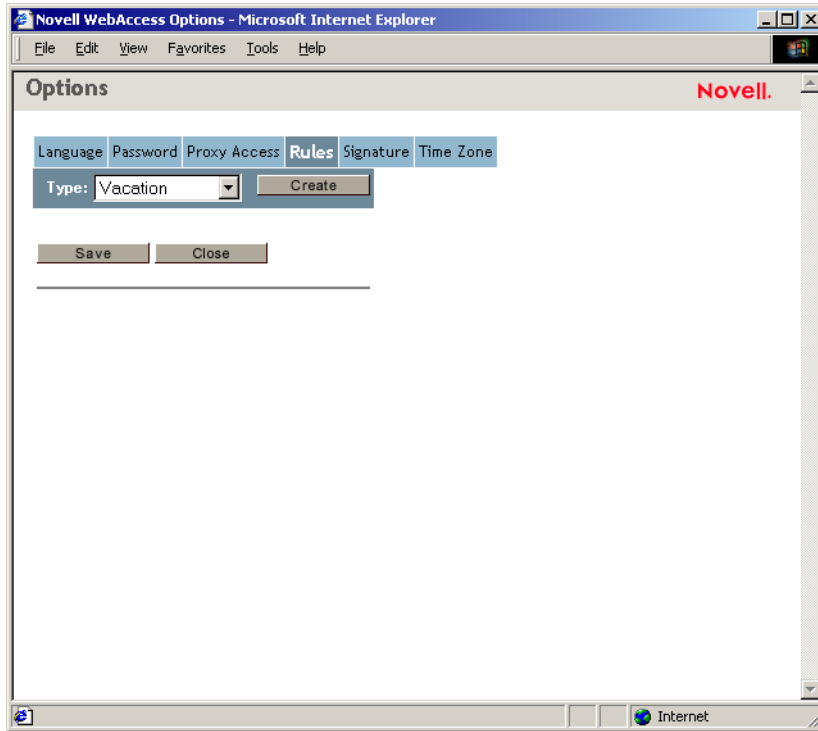
You can use rules to define actions that you want to be performed on items you receive. For example, you can forward or reply to messages or move messages to folders. Rules can help you organize your Mailbox, automate your Mailbox while you are away, or delete unwanted items.

When you create a rule, you must do the following:

- ♦ Select the type of action you want performed. The available actions are: forward, reply to, delete, move to a folder, and vacation. Vacation is simply a predefined type of reply.
- ♦ Name the rule. By naming the rules, you can have more than one rule that uses the same action.
- ♦ Define any optional conditions. For example, you may want to move all items you receive from your supervisor to a specific folder. You can define a condition so that only messages with your supervisor's name on the From line are moved to the folder. All other items will remain in your main Mailbox folder.
- ♦ Fill in the information required to carry out the action. For example, you may need to specify the folder where you want to move the messages.
- ♦ Save the rule.

To create a rule,

- 1** From the GroupWise WebAccess main window, click the Options icon on the toolbar.
- 2** Click Rules.



**3** Select the type of rule you want to create:

- ♦ **Delete:** Moves an item to the Trash. You can apply the rule to all new items or only new items that meet the criteria you establish.
- ♦ **Forward:** Forwards an item to the recipients you specify. You can apply the rule to all new items or only new items that meet the criteria you establish.
- ♦ **Move to Folder:** Moves an item to the folder you specify. You can apply the rule to all new items or to only new items that meet the criteria you establish.
- ♦ **Reply:** Generates a reply to an item. The reply can go to the sender of the item only (Reply to Sender) or to all recipients of the item (Reply All). You can apply the rule to all new items or only new items that meet the criteria you establish.
- ♦ **Vacation:** Generates a reply to all new items you receive. The reply goes to the sender of the item only (Reply to Sender), not to all recipients of the item (Reply All).



- 4** Click Create to display the Create Rule form.
- 5** Type the name you want to use for the rule. Names can include any characters, including spaces.
- 6** If desired, define an optional condition to limit the items that are affected by the rule. If you do not define an optional condition, the rule will be applied to all new items you receive.

You cannot define an optional condition for the Vacation rule. The Vacation rule is applied to all items.

The screenshot shows a web browser window titled "Novell WebAccess Options - Microsoft Internet Explorer". The main content area displays a form titled "Create Rule - Vacation" with the Novell logo in the top right corner. The form has the following fields and content:

- Rule name:** A text input field containing "Spring Break".
- Define Action:** A blue header bar with the text "Enter the subject and message for your vacation rule reply."
- Subject:** A text input field containing "Out of the office".
- Message:** A text area containing the text: "Sorry, I'm currently out of the office. Please direct urgent messages to Susan Smith. I will be back in the office April 25, 2002."
- Buttons:** "Save" and "Cancel" buttons at the bottom of the form.

The browser's status bar at the bottom shows "Done" and "Internet".

- 7** Define the actions that you want performed when the rule is applied.  

The actions vary depending on the type of rule you are creating. For example, when creating a rule to reply to items, you select whether you want to reply to the sender only or the sender and all recipients. When moving an item to a folder, you select the destination folder.
- 8** Click Save to save the rule to the Rules list.

- 9 By default, the rule is automatically activated. If you don't want the rule to be active at this time, deselect the rule's Activate box > click Save.

or

To keep the rule active, click Close.

When you create a rule, GroupWise WebAccess stores it in your GroupWise Mailbox at your post office. Whether you log in to your Mailbox through GroupWise WebAccess or another version of the GroupWise client, you always have the same rules.

## Activating or Deactivating Rules

- 1 From the GroupWise WebAccess main window, click the Options icon on the toolbar.
- 2 Click Rules.
- 3 In the list of active rules, click the rule's check box to activate it or deactivate it.

A check mark indicates that the rule is active.

- 4 Click Save to save the changes.

## Printing from WebAccess

Printing from WebAccess depends on the printing capabilities of your Web browser.

- 1 Click any message in the Item List to open it.
- 2 Click in the message text.
- 3 Use your browser's print feature to print the message.

For example, to print using Netscape Communicator, click File > Print.